

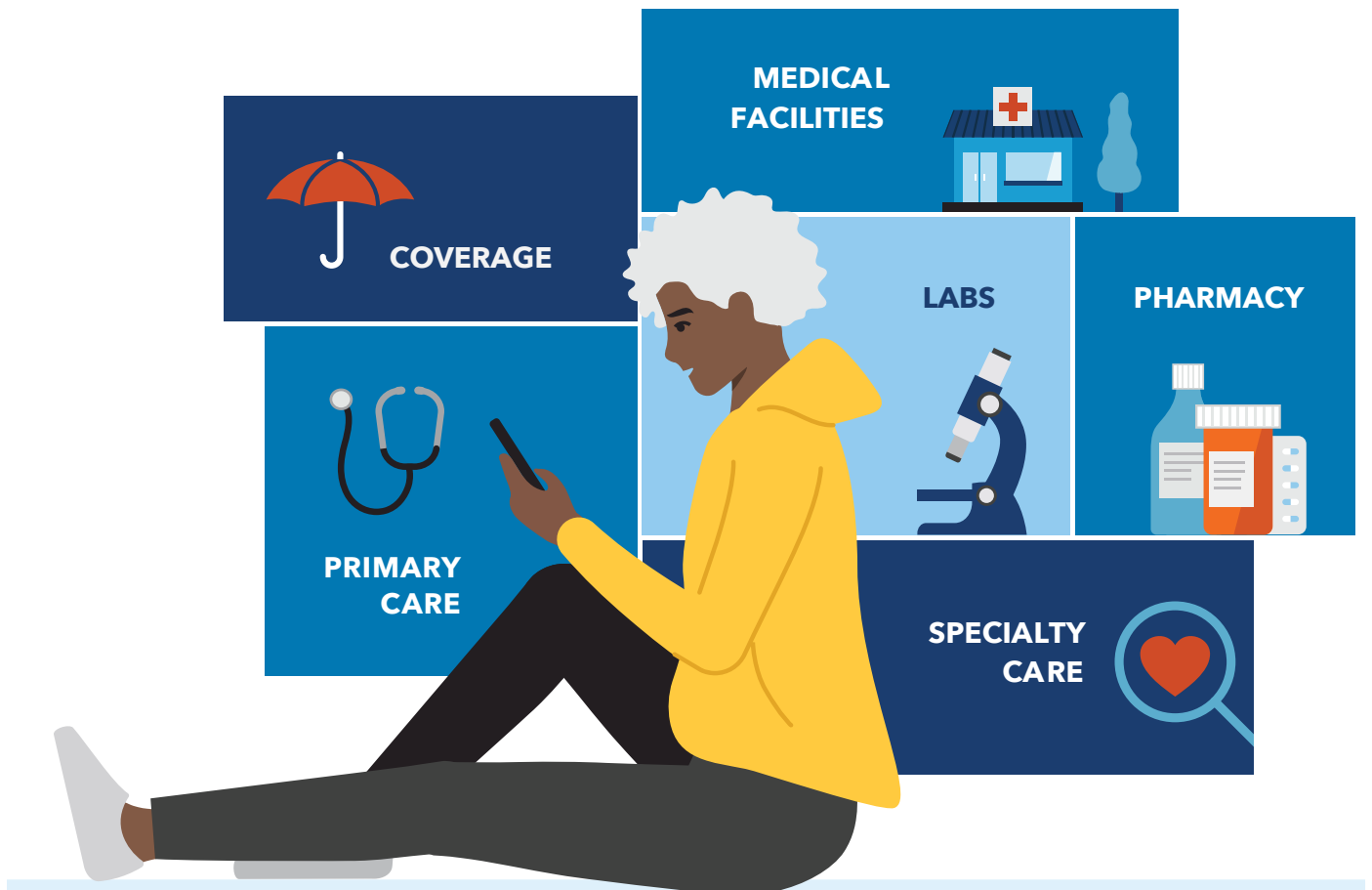
# Welcome to Kaiser Permanente



# Your guide to better health

Keep this book handy as a quick reference to getting the most out of your new plan.

[kp.org/newmember](http://kp.org/newmember)



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## Need help getting started?

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

Our onboarding agents can help you with everything from choosing a doctor to registering on **kp.org**, transferring your prescriptions, and making your first doctor’s appointment.

# Level Funded Out-of-Area PPO

The Level Funded Out-of-Area PPO Plan is designed for people who live and work outside the Kaiser Permanente Mid-Atlantic service area but work for an employer based in the service area.<sup>1</sup> You get access to quality health care and the freedom to choose your own provider and control your out-of-pocket costs.

## We make it easy to get the care you need—when you need it

We've combined the PHCS<sup>TM</sup> and MultiPlan<sup>®</sup> networks<sup>2</sup> with the Cigna Healthcare<sup>SM</sup> PPO Network<sup>3</sup> to give you broad choice and access to participating providers. When getting care in a Kaiser Permanente state, you'll have access to participating providers in the PHCS or MultiPlan networks.<sup>1,3</sup> When you get care outside a Kaiser Permanente state, you'll have access to the Cigna Healthcare PPO Network of participating providers and facilities.

## Coverage you can count on

### Each time you or your family members need care, choose either:

#### Participating providers

- Access to a comprehensive panel of physicians, specialists, hospitals, and other facilities
- Generally lower out-of-pocket costs
- Generally no claim forms
- No balance billing

#### Non-participating providers

- Access to any licensed provider
- Generally higher out-of-pocket costs



<sup>1</sup>Kaiser Permanente operates in the District of Columbia, and the states of California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington. The Level Funded Out-of-Area PPO Plan is available for employers based in Maryland and Virginia only.

<sup>2</sup>KPIC's network access agreement does not include all PHCS<sup>TM</sup> and MultiPlan<sup>®</sup> physicians, health care practitioners, and facilities. For a list of network participants, go to [multiplan.com/kpmas](https://multiplan.com/kpmas). Provider networks change regularly. Before making your appointment, confirm that the provider is still participating in the PHCS or MultiPlan networks.

<sup>3</sup>The Cigna Healthcare<sup>SM</sup> 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.

# Medical benefits

## Participating providers

When you see participating providers, you generally have lower out-of-pocket costs. At the same time, you have the flexibility to see any provider that participates in the network. You may be responsible for meeting a deductible (for some services) and paying the appropriate copayment or coinsurance (a percentage of covered charges), as outlined in your benefits booklet.

## Non-participating providers

You have the option to receive medical care from any licensed provider. If you've already established a relationship with a licensed provider who is not one of our participating providers, you still get coverage for covered services.

When you see non-participating providers, you'll be responsible for meeting a calendar year deductible (unless otherwise indicated in your benefits booklet) and paying coinsurance (a percentage of covered charges) as indicated in your benefits booklet.

When you receive care from non-participating providers, you'll generally have higher out-of-pocket costs. You may have to pay the full cost of your care at the doctor's office and then submit a claim for reimbursement. Some out-of-network providers may agree to submit a claim on your behalf.

## Provider options by location

### Kaiser Permanente states

The PHCS and MultiPlan Provider networks provide access to care in Kaiser Permanente states (the District of Columbia and the states of California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington). You can see your provider options at: <https://k-p.li/3KJCM1m>.

### Non-Kaiser Permanente states

The Cigna Healthcare PPO Network<sup>1</sup> provides access to care in non-Kaiser Permanente states. You can see your provider options at: [k-p.li/4n221ZT](https://k-p.li/4n221ZT).



<sup>1</sup>The Cigna Healthcare<sup>SM</sup> 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.

# Pharmacy benefits

## Where do I get my prescriptions filled?

You can fill a prescription (written by any provider) at any Kaiser Permanente pharmacy, participating OptumRx pharmacy, or non-participating pharmacies (please note cost shares may differ per selection).

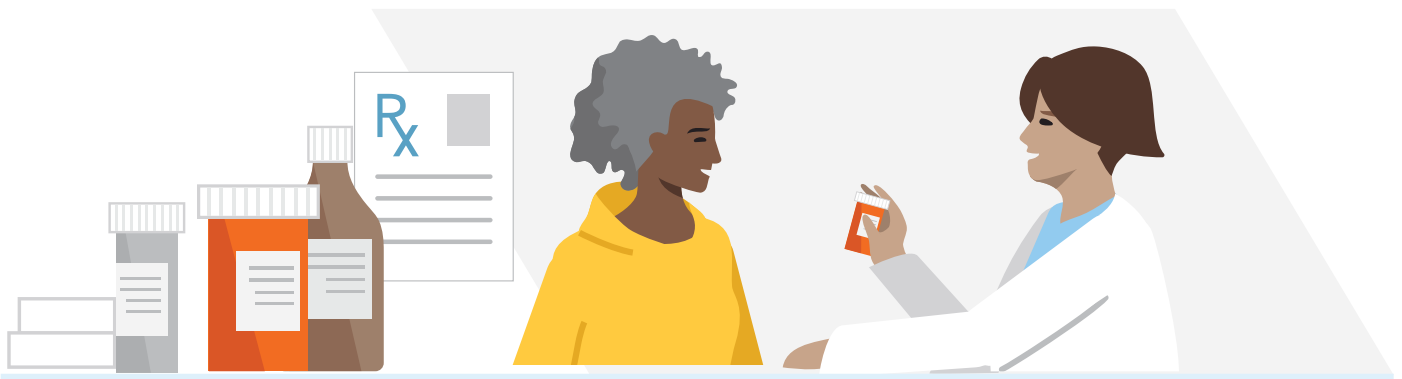
Coverage includes generic, preferred brand-name, and non-preferred brand-name drugs. Copayments depend upon drug tier and whether the prescription is filled at a contracted or out-of-network pharmacy.

To see a list of your plan's covered drugs, go to [kp.org/formulary](https://kp.org/formulary), select the Maryland/Virginia/Washington DC region, click the plus sign next to Self-Funded/Level Funded and select your plan.

## How do I find a participating provider pharmacy?

Kaiser Permanente and OptumRx pharmacy locations can be found by logging into [kp.org](https://kp.org) and using the Pharmacy Locator.

# PHARMACY



# Emergency care

## Participating providers

If you think you're experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility. An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) so that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- 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
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

For a complete understanding of benefits, please read this document in conjunction with your benefits booklet, which contains a complete explanation of benefits, exclusions, and limitations. Contact your employer for a copy of your benefits booklet.



# Stay connected to your health

When it comes to your health, sometimes you need more information and a little support in making decisions. With Kaiser Permanente Healthy Solutions, you have around-the-clock access to a personal health coach, online health tools, and information resources.

- Talk with a health coach at no extra cost, day or night. Just call **800-574-8460** (TTY **866-969-2429**) to speak with a knowledgeable and caring health professional.
- Access health information online and discover new ways to stay healthy at **[kp.org/healthyliving](https://kp.org/healthyliving)**.



## Questions and answers

All times shown are Eastern Standard Time.

### Q: What are my benefits?

**A:** Your employer selects a plan for you. Please ask your employer which plan you have. You can also call Customer Service at **800-401-8405** (TTY **711**) if you have any questions about your plan.

### Q: How do I transfer a prescription to a participating pharmacy?

**A:** Simply tell the pharmacist at the participating pharmacy that you would like to transfer a prescription. Give the pharmacist the name and phone number of the other pharmacy and the prescription number from the drug label. The pharmacist will do the rest. You'll also need to provide necessary processing numbers to the pharmacist. The numbers are located on your Kaiser Permanente ID card, which includes your medical record number.

### Q: Will the provider file the claim for me?

**A:** Participating providers will submit the claim for services rendered on your behalf. Some non-participating providers may also submit the claims for you; however, if the non-contracted provider does not submit the claim on your behalf, you'll have to pay the full cost of the service and file a claim for reimbursement.

### Q: How do I get medical claim forms?

**A:** Claims forms are available at **levelfunded.kp.org**.

### Q: Will I have to get precertification to receive care?

**A:** Yes, precertification is required prior to receipt of certain covered services. This means that the services/treatment you intend to receive must be determined, in advance, to be medically necessary. Your benefits booklet includes a list of services that require precertification.

If you fail to obtain precertification when required, a penalty will usually apply, and benefits payable for covered services will be reduced. For PHCS, MultiPlan, and out-of-network providers, call the KPIC medical review program (Permanente Advantage) at **888-567-6847** (toll free), Monday through Friday, 6 a.m. to 6 p.m. You may, however, request precertification 24 hours a day, 7 days a week, if you choose to leave a message. Response to urgent requests occurs within 2 hours of your message; nonurgent requests are responded to during the next business day. Cigna Healthcare PPO providers will manage any necessary precertification.

## Questions and answers (continued)

### Q: Does an emergency room visit require precertification?

**A:** No. You may receive emergency care from the nearest available facility. If you're admitted to the hospital for emergency care or surgery, you, your doctor, or another responsible party must notify the KPIC medical review program (Permanente Advantage) within 48 hours of the admission at **888-567-6847** (toll free), Monday through Friday, 6 a.m. to 6 p.m. This number is printed on the back of your ID card.

### Q: How do I identify myself as a Level Funded Out-of-Area PPO member?

**A:** Simply show your ID card whenever you get medical care or have a prescription filled.

### Q: Who do I call for more information?

**A:** If you or your physician's office have specific questions about benefits and eligibility or claims, please call Customer Service at **800-401-8405** (TTY **711**). If you have questions about a pharmacy claim or the coverage level of a specific drug, call the Optum Rx customer service number listed on the back of your ID card.

### Q: Who do I call regarding a participating provider or to get an up-to-date provider list?

**A:** You can search for provider options by location:

#### **Kaiser Permanente states: [k-p.li/3KJCM1m](https://www.kaiserpermanente.org/locations)**

The PHCS and MultiPlan Provider networks provide access to care in Kaiser Permanente states (the District of Columbia and the states of California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington).

#### **Non-Kaiser Permanente states: [k-p.li/4n221ZT](https://www.kaiserpermanente.org/locations)**

The Cigna Healthcare PPO Network<sup>1</sup> provides access to care in non-Kaiser Permanente states.



<sup>1</sup>The Cigna Healthcare<sup>SM</sup> 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.

## 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 auxiliary 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 ጨምሮ 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 Թարգմանություն:** 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-ÐÉ:** Ɔ jũ ké m̄ dyi Bàsɔ-Wùdù po-nyò jũin, wudu-xwíniín mú zàzà bĕ kè gbo-kpá-kpá ɔ kè kùà tòò bĕ se wídí. péè-péè dò kòèè nì 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 Sprachassistentz 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'áa shoodí éí Diné bizaad bee yánilti', t'áa iiyisí dóó ch'iyáán yáhoot'éét nihá shikaadéét 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 निःशुल्क 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 ìrànlówọ èdè, tíítí kan àwọn ohun èlò àti isẹ ìrànlówọ 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:

<b>Colorado</b>	<b>Georgia</b>	<b>Northwest</b>
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
<b>California</b>	<b>Mid-Atlantic (DC, MD, VA)</b>	<b>Washington</b>
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>

# 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

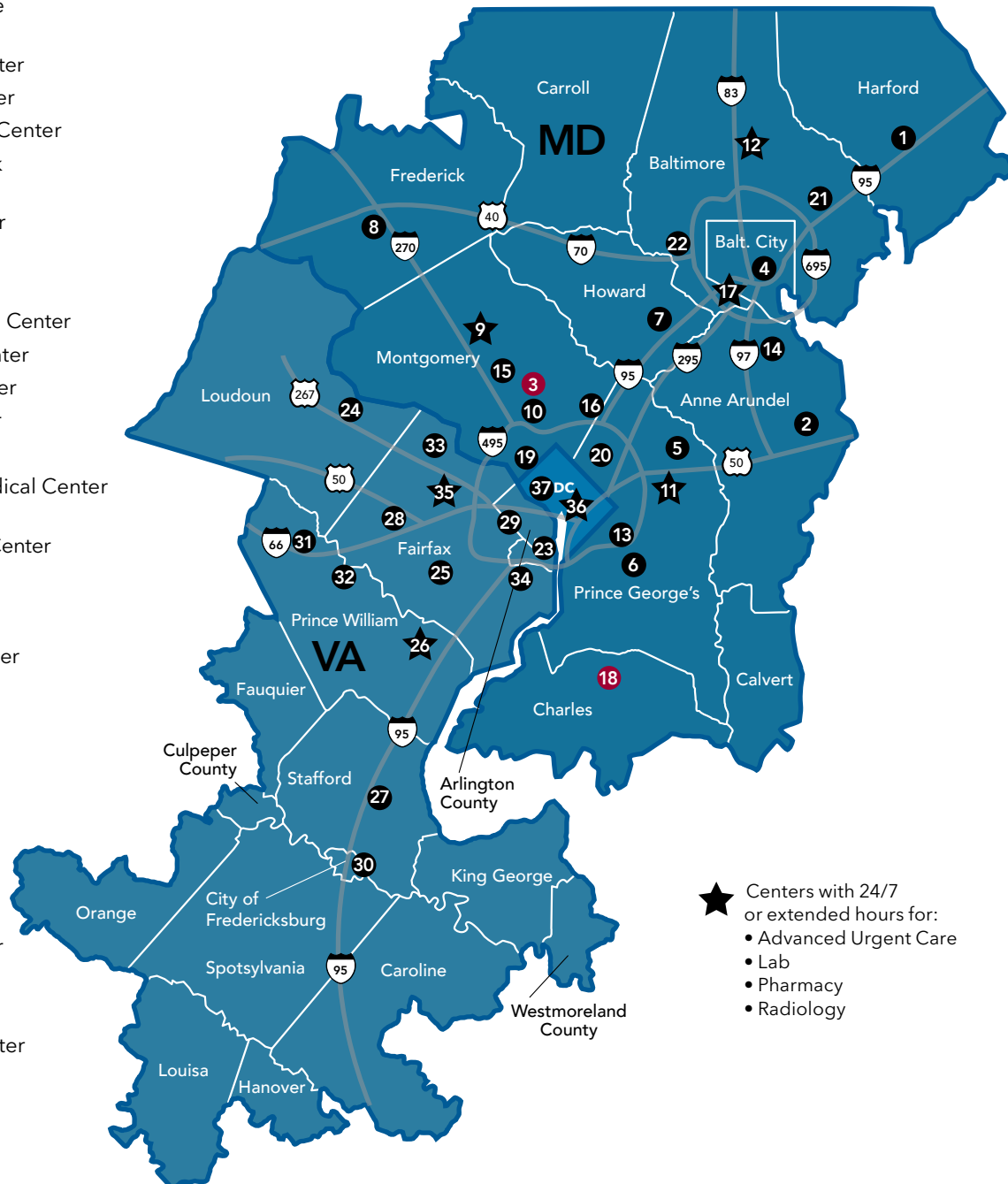
## Virginia

- 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](https://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.