A well balanced life. It’s what we believe in.

It’s about being informed, strong, and empowered. About having the tools to help you stay well balanced at every stage of life. Here are answers to questions you may have while considering what Kaiser Permanente has to offer you.
Our approach to your total health

Q: How is Kaiser Permanente different from other health plans?
A: At Kaiser Permanente, we believe that health is about more than just treating illness—it’s about helping you achieve balance in mind, body, and spirit. That’s why we offer you resources, tools, and people to help you get and stay healthy. And when you need primary or specialty care, our physicians work with you to help get you well, with a focus on personalized, preventive care.

Q: I’m already in good health, and I rarely see a doctor. Why should I choose Kaiser Permanente?
A: We support your health goals in and out of the doctor’s office. As a member, you have access to online healthy lifestyle programs that give you tools for better weight management, nutrition, stress reduction, and smoking cessation. You can even get an online assessment of your total health. You’ll find Healthy Living education programs, such as exercise classes. As a member, you can also receive a 25 percent discount off regular rates from select providers on chiropractic, acupuncture, and massage therapy, and preferred rates on select fitness club memberships.* With a wealth of online health tools including health and drug encyclopedias, we can help you achieve a well balanced lifestyle on your own schedule, 24 hours a day, seven days a week.

Q: How does Kaiser Permanente help me stay healthy?
A: Keeping you healthy is centered around preventive care and detecting health conditions before they become serious. So you have convenient access to health screenings, such as cholesterol tests and mammograms, which can help detect problems early. Your children will receive regular well-child visits and immunizations. And you have many great ways to stay informed and make healthier choices. Choose from a variety of Healthy Living classes and programs, and visit our Web site for tools and health information.

Getting the care you need, when you need it

Q: Where can I get care?
A: We offer care at 17 medical offices in our Denver/Boulder service area, so you can find at least one that’s convenient for you. And once you’re there, you can save time and energy by taking care of most of your health needs all in one place—from primary care, to getting an X-ray or lab test to getting a prescription filled.

Q: How do I make an appointment?
A: To make an appointment or get medical advice, you can call our Primary Care Appointments and Advice Line at 303-338-4545 / 303-338-4428 (TTY for the deaf, hard of hearing, or speech impaired), or toll-free at 1-800-218-1059, Monday – Friday, from 7 a.m. to 6 p.m.

Once you’re a registered member on kp.org, you can also request routine appointments online. (To become a registered member, see “Getting connected” section).

Q: What if I need care after regular office hours?
A: We make every effort to get you a same-day appointment with your personal physician when you need care. We also offer after-hours care – no appointment needed - at designated locations for a charge that is typically higher than a regular office visit, but less than a visit to an emergency room.

If you need advice about non-emergency care after our medical offices are closed or you have any questions about where to receive care in order to maximize your benefits, please call the Primary Care Appointment and Advice Line at 303-338-4545 / TTY: 303-338-4428 / Toll-free: 1-800-218-1059 anytime day or night.

Q: Can I transfer my prescriptions from my current pharmacy to a Kaiser Permanente pharmacy?
A: Yes, you can transition your prescriptions to any Kaiser Permanente pharmacy. This can take up to 48 hours, so try to make sure you
have enough of your medications on hand until you’re able to pick up your prescriptions at a Kaiser Permanente pharmacy.

To transition your prescriptions, simply call our Clinical Pharmacy Call Center at 303-338-4503 / TTY: 303-338-4428. You can speak with a clinical pharmacist Monday – Friday, from 8 a.m. to 6 p.m. Please be sure to have your prescription bottles and Kaiser Permanente health record/member ID number ready (if available) when you call.

Q: How do I transfer my medical records to Kaiser Permanente?
A: To transfer your medical records, you’ll need to complete an Authorization for Disclosure form. This form is available at any Kaiser Permanente medical office or by calling Member Services at 303-338-3800 / TTY: 303-338-3820, from 8 a.m. to 5 p.m., Monday – Friday. You’ll have to make sure to include your Kaiser Permanente health record/member ID number on the form. Take the completed form to the check-in desk at your Kaiser Permanente doctor’s medical office. We’ll take it from there by mailing the form to your former physician and ensuring that your records are transferred securely.

When you need medical care
Q: How do I choose my doctor?
A: You can choose today from among nearly 300 primary care physicians practicing in 17 medical offices throughout the Denver/Boulder metro area.

We offer three simple ways to choose your primary care doctor:

- **Online.** Sign on to kp.org with your user ID and password, select the “Locate our services” tab, click on the “Select a physician” link from the drop-down menu, and follow the prompts to select a physician.

- **By phone.** Call 303-338-3800 / TTY: 303-338-3820, 8 a.m.–5 p.m., Monday–Friday, and a service specialist will help you make your choice.

- **In person.** Go to any Kaiser Permanente medical office and ask for a list of primary care physicians.

And don’t forget, you can change your primary care physician at any time. We’ll be happy to help you find just the right one. Call Member Services at 303-338-3800 / TTY: 303-338-3820, and a service specialist will help you select a new physician.

Q: What if I have an emergency?
A: When you have an emergency medical condition, we cover emergency care from plan providers and non-plan providers anywhere in the world.

If you have and emergency, call 911 or go to the nearest emergency room.

If time and safety permit, we recommend you go to one of the following emergency departments who are either plan hospitals or with whom we have cooperation agreements to coordinate your care.

**Hospitals:**
- Exempla Good Samaritan Medical Center
- Exempla Saint Joseph Hospital
- The Children’s Hospital
- HealthONE Sky Ridge Medical Center
- HealthONE Swedish Medical Center
Free-Standing Emergency Departments:

HealthONE Centennial Medical Plaza
HealthONE Swedish Southwest ER
The Children’s Hospital at St. Joseph ER

Q: But what about the quality of your medical care?
A: We have been widely recognized for the quality of our care and service. Our Colorado HMO Plan has consistently earned “excellent” ratings year after year from the National Committee for Quality Assurance (NCQA), the nation’s leading independent reviewer of health plan quality for consumers and businesses (hprc.ncqua.org).

In fact, in 5280 Magazine’s most recent annual poll, 21 of our physicians were voted “top docs” in their fields by their fellow doctors in the region. This included Kaiser Permanente physicians practicing in emergency medicine, infectious diseases, pediatrics, cardiovascular disease, pain medicine, psychiatry, neonatal-perinatal medicine, allergy and asthma, and occupational medicine, to name a few.

Getting connected

Q: How do I access secure member services and information on kp.org?
A: When you visit kp.org as a registered member, you’ll be able to actively manage your health and learn new ways to get and stay healthy, any time day or night.

To become a registered member, visit kp.org/register. Be sure to have your health/medical record number available. You’ll be asked a number of questions to verify your identity. After you answer the questions correctly, you’ll be able to create your own user ID and password immediately.

If you answer any of the questions incorrectly, you’ll receive a temporary password through the mail in 3 to 7 seven days. After you receive your temporary password (good for only 90 days) go to kp.org/password as soon as possible and sign on using your user ID and temporary password. Once you’re signed on, click on the “Change password” link to create a personal password of your own.

Q: What online features does Kaiser Permanente offer?
• E-mail your doctor’s office
• View most lab test results
• See a list of your ongoing health conditions
• View your allergies and recent immunization history
• View/cancel future appointments
• Review past office visit information
• View your eligibility and benefit information
• Request updates to your medical record

Q: Can I get my questions answered over the phone?
A: Yes. Representatives at our Member Services Call Center are available weekdays from 8 a.m. to 5 p.m. to help you find information on the following:
• Benefits and coverage, including adding or deleting dependents, getting copies of your Evidence of Coverage, claims, and the dispute resolution process
• Copayments and billing
• Enrollment and eligibility
• ID card replacement
• Name or address changes
• Services, including health education classes and support groups

For more information
To learn more about what Kaiser Permanente has to offer, visit us at kp.org or call Member Services, Mon.–Fri., 8 a.m.–5 p.m., 303-338-3800 / 303-338-3820 (TTY). From outside The Metro Area 1-800-632-9700 / 1-800-521-4874 (TTY).

*These products and services are provided by entities other than Kaiser Permanente. Some Kaiser Permanente benefit plans include coverage for certain of these discounted services. Plan benefits must be used before those discounted services are available. Check your Evidence of Coverage for details. Kaiser Permanente disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of the Kaiser Permanente grievance process by calling the Member Services at 303-338-3800/TTY: 303-338-3820.