

# HOW YOUR KAISER PERMANENTE HEALTH PLAN WORKS

## Your Added Choice plan

Your **Added Choice** with the **Select<sup>SM</sup> network plan** gives you the freedom to choose how you receive care, each time you receive care.

### In-network

You get quality care from the Kaiser Permanente Select network, composed of over 1,600 physicians of the Mid-Atlantic Permanente Medical Group, P.C. (Permanente), and thousands of network community physicians in private practice.

Getting care in Kaiser Permanente's integrated health system empowers you to:



View most lab results, refill most prescriptions, email your doctor's office, schedule routine appointments, and more at **kp.org**.<sup>1</sup>



Call for medical advice anytime, and get video advice from a doctor who is connected to your personal care team.<sup>2</sup>



Save time. If you have more than one appointment, test, or procedure, you may be able to have them done in one place on the same day.



Make a video appointment with your primary care doctor during regular office hours.<sup>3</sup>

### Out-of-network

You may visit any licensed physician not included in the network, and you do not need to notify us of your choice. It's important to keep in mind that your benefits will vary in each provider option, and the amount you pay for a particular service will depend on the provider option you choose.

# What to expect when using the Select network



To choose a network community physician who does not practice in a Kaiser Permanente facility, go to [kp.org](https://www.kp.org) and select [Doctors & Locations](#). Then click [Search our affiliated and network physicians/providers](#). When you find your physician, call Member Services at **800-777-7902** with your selection. Please have the physician's name and address ready.



If you choose a network community physician instead of a Permanente physician, that network community physician will coordinate your care. Speak with your network community physician on how their care team is organized to support your care.



If your primary care provider is a Permanente physician and you are requesting an external referral to a network community physician, your Permanente physician will complete and submit an external referral request on your behalf. Referrals are not required for out-of-network providers.



Some services may require preauthorization. If you have a Permanente physician, he or she will obtain preauthorization for you. If you have a network community or out-of-network physician, you will be responsible for obtaining preauthorization. To request a preauthorization, your physician must download the Uniform Consultation Referral form at [providers.kp.org/mas](https://providers.kp.org/mas) under the [Forms](#) section. Then fax the completed form to the Kaiser Permanente Utilization Management Department at **800-660-2019**.



For questions about your benefits, preauthorizations, or external referral requests, call Member Services at **800-777-7902 (TTY 711)**, Monday through Friday, 7:30 a.m. to 9 p.m. (except holidays).

<sup>1</sup> These features are available for care provided at Kaiser Permanente medical centers.

<sup>2</sup> Video advice with a doctor is for certain medical conditions for members 18 and older. Member must be physically present in Maryland, Virginia, or Washington, DC.

<sup>3</sup> Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](https://www.kp.org). You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may be also be present in West Virginia, Florida, North Carolina, or Pennsylvania. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.