

OUT-OF-AREA PPO¹ MEMBERS:

Present this to your caregiver's office when receiving care.

KAISER PERMANENTE OUT-OF-AREA PPO PLANS: INFORMATION FOR PROVIDERS

Provider networks:

Kaiser Permanente's Out-of-Area PPO plans offer members the opportunity to choose how they access care from two options: in-network via participating PHCS/MultiPlan providers, or any licensed out-of-network provider.²

COVERAGE

Medical claims

Mail all medical claims to:

KPIC Claims
P.O. Box 261130
Plano, TX 75026

Contact the Customer Service Center with questions or to verify eligibility. Call **(800) 392-8649 (TTY 711)** and follow the prompts. Representatives are available Monday through Friday, 9:00 a.m. to 9 p.m. Eastern time (except holidays).

Referrals and precertification

No referral is needed for office visits to specialists.

Precertification is required for all inpatient and specified outpatient services. Members are responsible for obtaining preauthorization and can call Permanente Advantage at **(888) 567-6847** for assistance.

PRESCRIPTION COVERAGE

For PPO members, prescribed medications can be filled through either of two options:

- **For a generally lower cost to the member:**
Prescriptions can be filled through a contracted MedImpact network pharmacy.
- **For a generally higher cost to the member:**
Prescriptions can be filled at a licensed out-of-network pharmacy of the member's choice.

For questions about pharmacy benefits and claims, call **800-788-2949 (TTY 711)**.

To determine if a medication is on the Kaiser Permanente formulary, or to speak to a pharmacist, call **800-700-1479 (TTY 711)**, 24 hours a day, 7 days a week. You can also visit **[kp.org/formulary](https://www.kp.org/formulary)** and select the Flexible Choice and Out-of-Area PPO formulary link.

¹ The Out-of-Area PPO plans are underwritten by Kaiser Permanente Insurance Company, a subsidiary of Kaiser Foundation Health Plan, Inc.

² Kaiser Permanente Insurance Company (KPIC) has contracted with PHCS™/MultiPlan™, a national preferred provider organization network that contracts with physicians, hospitals, and other health care providers, to provide access to the PHCS/MultiPlan network for KPIC. Not all PHCS and MultiPlan network providers are included. An online directory of participating PHCS/MultiPlan network providers can be found at [kp.org/ooappo/mas](https://www.kp.org/ooappo/mas).

