

Welcome to Kaiser Permanente

Get started in 3 easy steps



Kaiser Permanente Plus/Deductible Kaiser Permanente Plus plan overview

The Kaiser Permanente Plus plan with 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 1,700 physicians who practice in our medical centers located in Maryland, the District of Columbia, and Virginia. This plan also covers 10 or 15 out-of-network medical visits for certain physician, laboratory, and radiology services a year with any licensed provider outside of the Kaiser Permanente care delivery system, 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 Kaiser Permanente 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 will use 3 out of your 10 or 15 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 or 15 out-of-network medical visits and 5 out-of-network pharmacy prescription fills are not subject to the deductible. Refer to your *Evidence of Coverage* 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 do not 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 a contracted provider, including Permanente physicians.
	When you visit an in-network Permanente provider, in most cases you will not 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 do not 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 or 15 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 membership 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 will also find information about pharmacies, getting care away from home, and understanding your costs.

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

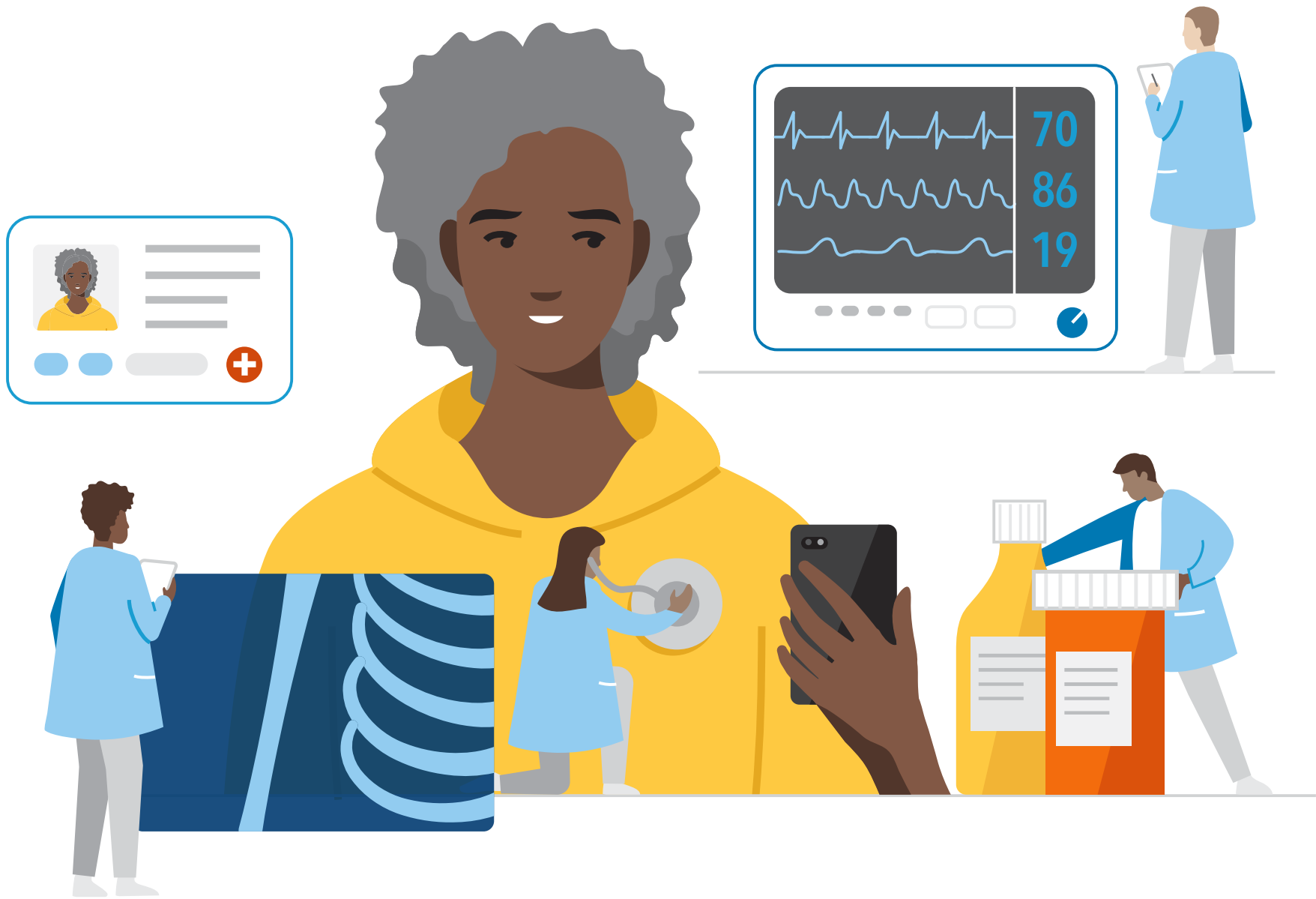


Ruth Williams-Brinkley
Regional President, Kaiser Permanente

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

Your plan is governed by the Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (KFHP-MAS), *Group Agreement and Evidence of Coverage (EOC)*. Inside this booklet, it is referred to as your “plan document.”

In the event of ambiguity or conflict between this member guide and the KFHP-MAS *Group Agreement and EOC*, the KFHP-MAS *Group Agreement and EOC* shall prevail.



Let's get started

Making the most of your membership takes only 3 easy steps. Ready to go?



Also inside

Pharmacy phone numbers	8
The right care	9
Getting virtual care with Kaiser Permanente	13
Healthy extras to improve your mental and physical health	14
Urgent care	15
Hospital care	17
Additional services	18
More care options while you're away from home	21
Understanding your costs and benefits	23
Your share of costs	24
Claims	25
Requirements for timely medical appointments	26



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.

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 are at least 18 years old and have either:

- Permission from you, 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

Now you can download the Kaiser Permanente app³ to your smartphone.

1. From your smartphone, go to your preferred app site: App StoreSM (iOS) or Google Play[®] (AndroidTM).⁴
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 membership card

Access your membership information anytime, anywhere, with an electronic version of your membership card to:

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

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

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 member ID card.

Personalize your **kp.org** experience: Use your member ID card and our new Member 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. If you have an HSA-qualified deductible plan, you may need to pay the full charge for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits.

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

⁴Apple 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 his or her 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, you can 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 obstetrics-gynecology and optometry
- **866-530-8778** for behavioral health—initial consultation (except inpatient care) and chemical dependency or addiction medicine

For other types of specialty care, your doctor will refer you. If you have an affiliated or network physician, contact that doctor's office directly.

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 or 15 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 the back of your card.

- A printed copy of Information for Out-of-Network Providers. Find it at kp.org/kpplus/mas
- You can also show your provider a digital copy of the flyer from your mobile device.

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 Kaiser Permanent 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**. 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, including Giant, Harris Teeter, Rite Aid, Safeway, Walgreens, Walmart, and others.
- 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 app^{2,3} can send you alerts about what dose of your medications to take and when, making it easier for you to keep track.

Creating a reminder is easy:

1. In the Kaiser Permanente app, 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.”



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.

²Apple 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.

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

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 days and at no cost with Mail Order Pharmacy.¹ To start, register at **kp.org**, download the Kaiser Permanente app,^{2,3} 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 instructions to request most refills online.



Get prescription refills online

Register on **kp.org** or the Kaiser Permanente app^{2,3} 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.

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.

²Apple 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.

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

Pharmacy phone numbers

There is a pharmacy in each Kaiser Permanente medical center. See 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
410-847-3029

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 Member Services at **800-777-7902 (TTY 711)**, Monday through Friday (except holidays), 7:30 a.m. to 9 p.m. 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, or a new health concern or change in an existing health condition that is not an urgent care need.</p>	<p>In-network</p> <p>At Kaiser Permanente facilities: 800-777-7904 (TTY 711) or online at kp.org/appointments.</p> <p>Out-of-network</p> <p>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</p> <p>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</p> <p>Call the doctor’s office for business hours.</p>
 <p>Video visits²</p> <p>In-network</p> <p>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</p> <p>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. If you have an HSA-qualified deductible plan, you may need to pay the full charge for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won’t pay anything for scheduled phone appointments and video visits.

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 2 hours.</p> <p>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.</p> <p>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.</p> <p>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 care In-network You are covered at any Kaiser Permanente Urgent Care or Advanced Urgent Care center.</p> <p>Out-of-network Not covered in your out-of-network benefit.</p>	<p>800-777-7904 (TTY 711) Unsure if you need urgent or emergency care? Call 800-677-1112 (TTY 711).</p>	<p>15 locations; 7 open 24 hours a day, 7 days a week</p> <p>Members are welcome to walk in without an appointment.</p> <p>Learn more at kp.org/urgentcare/mas.</p>

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

Services	Contact	Availability
 <p>Emergency care¹ You are 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 You may be able to receive care from any licensed behavioral health or chemical dependency professional for mental illness, emotional disorders, and drug or alcohol abuse. 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.</p> <p>Inpatient hospital care is not covered in your out-of-network benefit. This visit will count toward your annual out-of-network visit maximum.</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>

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>Vision care</p> <p>In-network You don't need a referral from your doctor.</p> <p>Out-of-network 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>
 <p>Seeing specialty doctors</p> <p>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 do not 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 are 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 members to see their personal doctor—as well as any specialists they’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 for personalized advice in 2 hours 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.

Are you ready for your video visit?

Please make sure your computer is working prior to your appointment. To check, visit kp.org/tipsvideovisits and click [Tech Check](#).

For more information on your telehealth options and how to join a video visit, 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. If you have an HSA-qualified deductible plan, you may need to pay the full charge for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits.

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 extras¹—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

Fitness classes at no extra cost

- **ClassPass** on-demand fitness classes

Self-care apps²

- **myStrength® Complete.**³ Use this comprehensive and flexible digital program to get proven tools and support for stress, sleep management, depression, anxiety, and more.
- **Calm.** Reduce stress, improve sleep, and enhance mood with meditation.

- **Ginger.** 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.

Other resources to help keep you informed, inspired, and feeling your best:

- Health education classes at our facilities. Registration is 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.

- ChooseHealthy® offers discounts on alternative care and fitness services. The program is available to you in addition to any benefits for these services that may be covered under your plan. Learn more at kp.org/choosehealthy.

Refer to your plan document for more information.



¹The products and services described are provided by entities other than Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., and are neither offered nor guaranteed under your Kaiser Permanente contract. Kaiser Permanente does not endorse or make any representations regarding the quality or medical effectiveness of such products and services, nor the financial integrity of these entities. Kaiser Permanente disclaims any liability for these products and services. Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through ChooseHealthy®. The value-added services available under the ChooseHealthy program are separate and apart from any chiropractic, acupuncture, or massage services available under your contract. Please see your coverage documents for information regarding those services covered under your Kaiser Permanente contract. The ChooseHealthy program is administered by American Specialty Health Administrators, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a federally registered trademark of ASH and used with permission herein.

²These apps are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.

³myStrength Complete by Teladoc Health is available to members 13 and older who do not have a Maryland Medicaid health plan. Some of these services may not be covered under your health plan benefits and may not be subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. myStrength® is a wholly owned subsidiary of Livongo Health, Inc. Psychiatry is not included in the myStrength Complete membership.

Urgent care

Urgent Care centers

Open evenings, weekends, and holidays, our Urgent Care centers are located in Maryland, Virginia, and Washington, DC.

Call **800-777-7904** (TTY **711**) to get the care you need, or come in if you are 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
- Vomiting, diarrhea, or nausea

These are examples of conditions that are treated in Urgent Care or Advanced Urgent Care. If you think you are 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
- 24/7 laboratory services
- Extended 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

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 today.

- Connect to this virtual care service 24/7, and a physician 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 Care locations

Maryland

Annapolis Urgent Care
(Opens January 2, 2024)
888 Bestgate Road, Suite 111
Annapolis, MD 21401
By appointment only
Mon-Fri: 3-11 p.m.
Sat, Sun, holidays: 9 a.m.-5 p.m.

Kaiser Permanente Baltimore Harbor Urgent Care
Temporarily closed
815 E. Pratt St.
Baltimore, MD 21202

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
Temporarily closed
10810 Connecticut Ave.
Kensington, MD 20895

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 Urgent Care
4920 Campbell Blvd.
Nottingham, MD 21236
By appointment only
Mon-Fri: 3-11 p.m.
Sat, Sun: 9 a.m.-5 p.m.

Woodlawn Urgent Care
Temporarily closed
7141 Security Blvd.
Baltimore, MD 21244

Virginia

Ashburn Urgent Care
(Opens January 2, 2024)
43480 Yukon Drive
Ashburn, VA 20147
By appointment only
Mon-Fri: 3-11 p.m.
Sat, Sun, holidays: 9 a.m.-5 p.m.

Caton Hill Advanced Urgent Care **24/7**
13285 Minnieville Road
Woodbridge, VA 22192

Fredericksburg Urgent Care
1201 Hospital Drive
Fredericksburg, VA 22401
By appointment only
Mon-Fri: 3-7 p.m.
Sat, Sun, holidays: 9 a.m.-5 p.m.

Manassas Urgent Care
Temporarily closed
10701 Rosemary Drive
Manassas, VA 20109

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

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

We've chosen award-winning hospitals to team with in coordinating your care when you need inpatient or outpatient hospital care. These hospitals are located throughout Maryland, Virginia, and Washington, DC.

If you're admitted to a hospital that is not one of our premier hospitals

Once your condition has stabilized, we may move you to one of our premier hospital locations where our Kaiser Permanente physicians are on duty. By doing so, we can provide you seamless and coordinated care, both during your hospitalization and in 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.



Premier hospitals by region

Maryland

- Baltimore Washington Medical Center, Glen Burnie
umms.org/bwmc
- Capital Region Medical Center, Largo
umms.org/capital
- Holy Cross Germantown Hospital
holycrosshealth.org
- Holy Cross Hospital, Silver Spring
holycrosshealth.org
- Luminis Health Anne Arundel Medical Center, Annapolis
askAAMC.org
- St. Joseph Medical Center, Towson
umms.org/sjmc
- Suburban Hospital, Bethesda
suburbanhospital.org

Virginia



- Reston Hospital Center, Reston
restonhospital.com
- Stafford Hospital, Stafford
marywashingtonhealthcare.com
- Virginia Hospital Center, Arlington
virginiahospitalcenter.com



Washington, DC

- Children's National Health System
childrensnational.org
- MedStar Washington Hospital Center
whcenter.org

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 do not 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 do not 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 will 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 10-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 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 will 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 10-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 documents to your first appointment: lists of your allergies, medications, medical conditions, surgeries, cancer screening tests, and immunizations. Please also provide a list of your current and/or recent physicians, including addresses.</p> <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 will submit to your previous physician(s) for those specific records.</p> <p>If you already have your records, you can contact our Health Information Management Services (HIMS) Department by email at mashimspmr@kp.org, or by fax at 855-902-4974. We will only include specific documents in your Kaiser Permanente medical chart. Please also bring records to your first appointment.</p>
<p>Dental</p> 	<p>Your medical coverage includes dental care needed after an accident. It does not provide additional dental care or dental treatment that is not related to an accident. Refer to your plan document to determine your accidental dental coverage, or contact the benefits officer where you work if your employer provides your coverage.</p> <p>You may have a plan that includes preventive and other dental benefits. Refer to your health plan <i>Evidence of Coverage</i>, or contact the benefits officer where you work if your employer provides your coverage.</p> <p>For questions about dental benefits (other than accidental dental), visit kp.org/dental/mas or call LIBERTY Dental Plan at 800-764-5393 (TTY 877-855-8039). Knowledgeable LIBERTY Dental Plan member service specialists are available Monday through Friday, 8 a.m. to 8 p.m. (ET), to answer your questions about coverage or to help you find a participating dentist.</p>



Additional services (continued)

Services	What you need to know
<p>Chat with KP</p> 	<p>Check out Chat with KP, our new click-to-chat service available to members at no extra cost. Use Chat with KP to chat virtually with one of our licensed care providers via kp.org or the Kaiser Permanente app,¹ Monday through Friday, 7 a.m. to 7 p.m., excluding holidays.</p> <p>This service offers the same benefits as our 24/7 advice line, including quick advice and referrals—all with just a click. You can also share pictures through the chat and see your complete chat history, ensuring your care is seamless, convenient, and connected.</p> <p>To chat with a nurse on your computer, log in to kp.org, select Get Care, My Health, Message Center, or Appointment Center pages, and then click Chat with a Nurse. To chat with a nurse on your smartphone, log in to the Kaiser Permanente mobile app, visit the Get Care page, and tap Chat with KP.</p>
<p>Chronic care management</p> 	<p>Get help managing your ongoing health conditions. If you have asthma, chronic obstructive pulmonary disease, coronary artery disease, depression, diabetes, or high blood pressure and want information to help manage your condition, you can join our disease management program.</p> <p>Leave a message anytime at 703-536-1465 in the Washington, DC, metropolitan calling area or at 410-933-7739 in the Baltimore area. Please leave your name, medical record number, address, and the condition for which you are requesting information, and we will 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 Member Services at 800-777-7902 (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 Member Services.</p>

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

More 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 at your fingertips

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

- Get medical advice from a licensed care professional 24/7
- Access care by phone, video, or e-visit—usually at no cost^{2,3}
- Email nonurgent questions to your doctor's office

Urgent care⁴

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 Network⁵ providers
- MinuteClinics[®], including pharmacies⁶
- Concentra clinics⁶

Emergency care⁴

No matter where you are, you can simply go to the nearest emergency room. If it's a Kaiser Permanente location or Cigna 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 have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits.

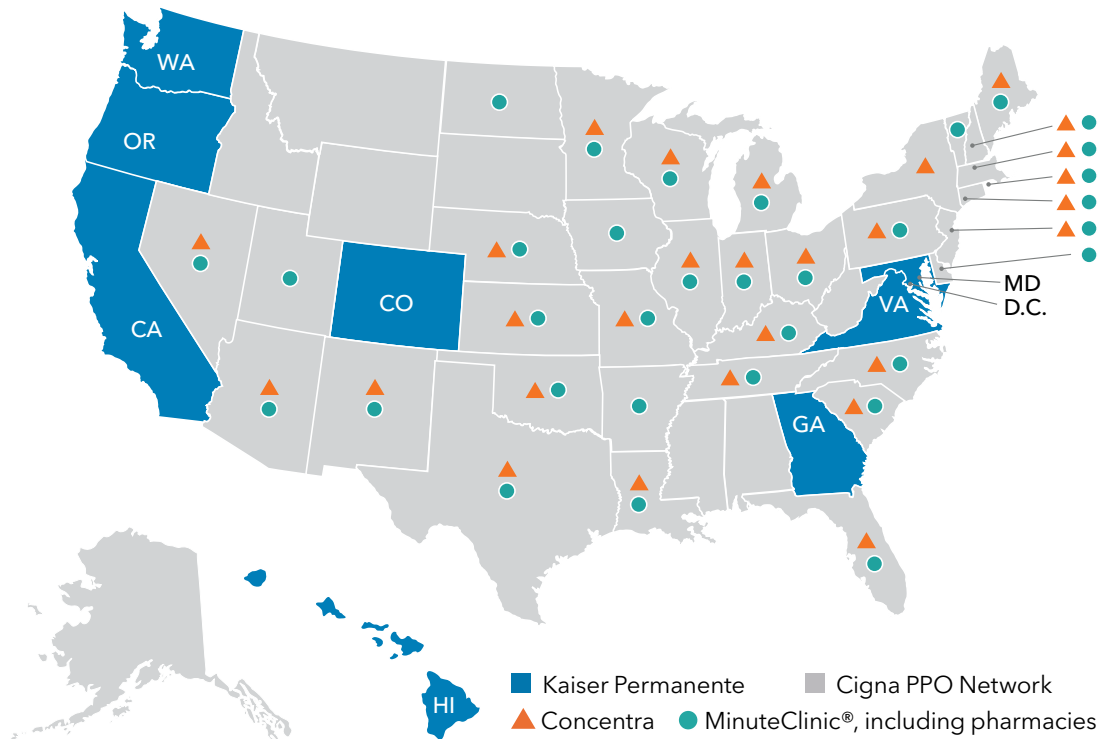
⁴If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.

⁵The 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.

⁶MinuteClinic and Concentra payment experiences vary by plan.

More care options while you're away from home (continued)

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 **951-268-3900** (from a mobile device).



¹This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-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 (for instance, 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 for more information on deductible plans and to find helpful cost tools)	<p>The set amount you must pay each contract year for covered medical services before the health 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 will 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 will 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.

If you file a claim:

- You have up to 180 days from the date you received care to submit your claim.
- Kaiser Permanente will 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, log on to kp.org, select [Coverage & Costs](#), and then select [Submit a claim](#).

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)

You can also mail your member reimbursement form and required documents to:

National Claims Administration -
Mid-Atlantic States
P.O. Box 371860
Denver, CO 80237-9998

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.



Requirements for timely medical appointments

Some customers of Kaiser Permanente have a right to an appointment with an in-network health care provider within a certain number of days. You have this right if:

1. You reside in the District of Columbia and purchase your coverage through DC Health Link or receive it through your employer in the District of Columbia, and
2. The appointment is for your first visit with a provider. A first visit includes when you:
 - a. Schedule your first primary care visit with a provider;
 - b. Have changed primary care providers and need to schedule your first visit with a new primary care provider; or
 - c. Schedule your first visit with a provider other than your primary care provider, your behavioral health/substance use provider, or your prenatal care provider for specialty treatment.

How quickly can you expect to be seen?

The District of Columbia has set the standards below for appointments with an in-network provider.

Service type	Time frame
First appointment with a new or replacement primary care physician	Within 7 business days
First appointment with a new or replacement provider for behavioral health treatment, including substance use treatment	Within 7 business days
First appointment with a new or replacement provider for prenatal care treatment	Within 15 business days
First appointment with a new or replacement provider for specialty care treatment	Within 15 business days

If you have trouble scheduling an appointment within the time frames listed, please call **800-777-7902 (TTY 711)** to speak with a Member Services representative, who will connect you with the staff who will help you schedule an appointment within the time frames listed.



NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost 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, and accessible electronic formats
- Provide 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 **1-800-777-7902** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Kaiser Permanente, Appeals and Correspondence Department, Attn: Kaiser Civil Rights Coordinator, 2101 East Jefferson St., Rockville, MD 20852, telephone number: 1-800-777-7902.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

In the event of dispute, the provisions of the approved English version of the form will control.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-777-7902** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያግዙዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-777-7902** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-777-7902** (TTY: **711**) .

Bàsóò Wùdù (Bassa) Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké ñ Bàsóò-wùdù-po-nyò jũ ní, níí, à wudu kà kò dò po-poò béin ñ gbo kpáa. Đá **1-800-777-7902** (TTY: **711**)

বাংলা (Bengali) লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-777-7902** (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援助服務。請致電 **1-800-777-7902** (TTY: **711**) 。

فارسی (Farsi) توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-777-7902** (TTY: 711) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-777-7902** (TTY: 711).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-777-7902** (TTY: 711).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-777-7902** (TTY: 711).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-777-7902** (TTY: 711).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-777-7902** (TTY: 711) पर कॉल करें।

Igbo (Igbo) NRUBAMA: O bụrụ na i na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-777-7902** (TTY: 711).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-777-7902** (TTY: 711).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-777-7902** (TTY: 711) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-777-7902** (TTY: 711) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłtí'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi ná hóló, kojí' hódíílnih **1-800-777-7902** (TTY: 711).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-777-7902** (TTY: 711).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-777-7902** (TTY: 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-777-7902** (TTY: 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-777-7902** (TTY: 711).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-777-7902** (TTY: 711).

اردو (Urdu) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-800-777-7902** (TTY: 711)۔

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-777-7902** (TTY: 711).

Yorùbá (Yoruba) AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-800-777-7902** (TTY: 711).

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 *Evidence of Coverage* 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 will need to submit claim forms with itemized bills for reimbursement.

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 will 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 are 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 do not accumulate to the in-network out-of-pocket maximum.
- Out-of-network visits do not 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 or 15 visits per contract year and choose to continue to go out of network, you will 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. If you have an HSA-qualified deductible plan, you may need to pay the full charge for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits.

Kaiser Permanente medical facilities

Maryland

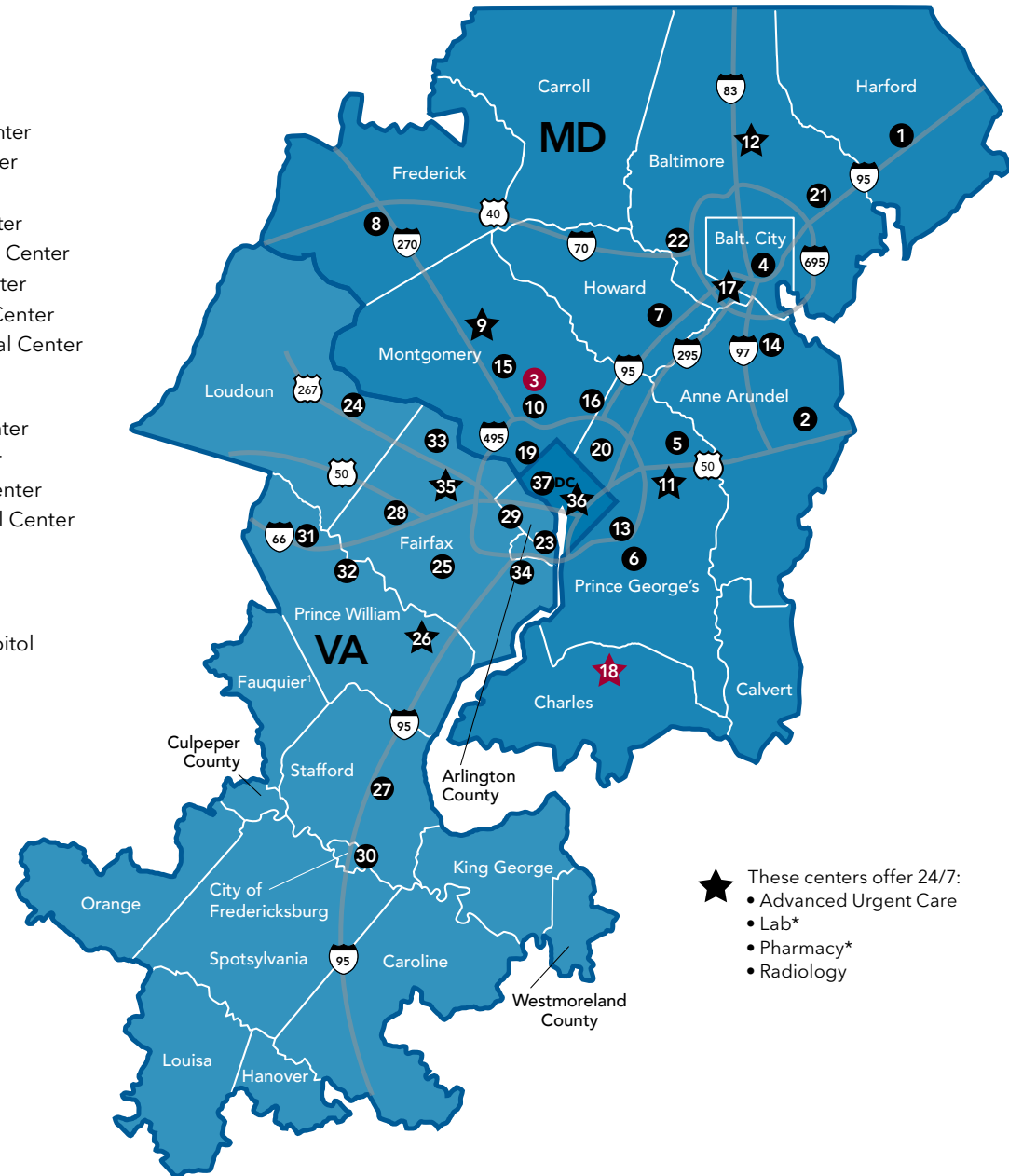
- 1 Abingdon Medical Center
 - 2 Annapolis Medical Center
 - 3 **FUTURE LOCATION**
Medical Center in Aspen Hill
 - 4 Kaiser Permanente Baltimore Harbor Medical Center
 - 5 Bowie Fairwood Medical Center
 - 6 Camp Springs Medical Center
 - 7 Columbia Gateway Medical Center
 - 8 Kaiser Permanente Frederick 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**
Medical Center in Waldorf
- 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



- ★ These centers offer 24/7:
- Advanced Urgent Care
 - Lab*
 - Pharmacy*
 - Radiology

*Extended pharmacy hours at Gaithersburg and Lutherville-Timonium and extended lab hours at Tysons Corner.

For our most up-to-date listing of facilities and services available, please check 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.