

# KAISER PERMANENTE: NOT JUST CARE AND COVERAGE. **PEACE OF MIND.**

**KP COpilot: a specialized team for you** p3



**CLASSPASS: flexible fitness membership** p3



**Coverage that travels with you** p9

Making health[y]  
easy for you  
and your family



**Getting started with Kaiser Permanente** p12



# WHY CHOOSE KAISER PERMANENTE?

Understanding your health care and coverage can be complicated. So, we focus on making it as simple as possible.

After all, you deserve the peace of mind that comes with knowing you can get high-quality care any time you need it, anywhere you are.



# Because we believe that exceptional health care should be easy to understand and even easier to access

## Medical Excellence

See pages 4-7



## Access and Convenience

See pages 8-11



## New Plan Options

See page 13



## NEW in 2020-2021 for State of Colorado employees!



### ClassPass

Get a flexible fitness membership at a 75% discount. For just \$9 a month, members receive 21 credits to use for classes or gym time at any participating studio.



### KP COpilot

Starting July 1, one call to 1-888-413-0591 connects you to a specialized concierge team that can help you navigate all of your health care and coverage questions.



### \$0 Preventive Rx Copay

You can now get preventive care drugs – medications that help you avoid many illnesses and conditions – without a copay.

# COME TO WHERE MEDICAL EXCELLENCE IS STANDARD PRACTICE



## Integrated Care



We pioneered the integrated health care delivery model, which is recognized as the gold standard in health care delivery. Kaiser Permanente doctors, nurses, and pharmacists coordinate your care with each other using a single electronic health record that has your entire medical history in it.

## Medical excellence recognized

Year after year, our doctors are recognized for medical excellence. In 2019, a record 81 of our physicians were recognized as Top Doctors by 5280 magazine.

And NCQA<sup>1</sup> recognized us as Colorado's highest-rated health plan overall in 2019-2020. Specific clinical measures we have been recognized as the being best or tied for the best in the state for include:

- Asthma control
- Cancer screening rates
- Children/adolescent health
- Blood pressure control
- Heart disease control
- Mental/behavioral health
- Prevention
- Treatment
- Women's health



**1,200+**

Physicians practice in **46 medical specialties**. Choose your doctor and switch at any time.



**500**

We placed 500 members in a **National Cancer Institute**-sponsored trial in 2017.



**116,700**

**Colorado children** cared for annually by Kaiser Permanente pediatricians.

# MEDICAL EXC

# YOUR HEALTH DOESN'T KEEP OFFICE HOURS. WHY SHOULD YOUR CARE?

## Get care from wherever you are

Life has never been busier. You need care that works with your schedule – instead of making you rearrange it. That's why we offer so many ways for you to get care from home, work, or even while on vacation. And in most cases, there's no cost for these services.<sup>2</sup>

## Manage your health digitally

With the Kaiser Permanente mobile app, or through [kp.org](https://www.kp.org), you can:

- Chat with a doctor, pharmacist or financial counselor
- Get 24/7 medical advice by phone
- Email your Kaiser Permanente doctor<sup>3</sup>
- Get on-demand phone or video visits 24/7 (access through [kp.org](https://www.kp.org))
- Complete an E-visit
- View lab and test results<sup>3</sup>
- Refill prescriptions
- Schedule or cancel appointments<sup>3</sup>
- Manage the health of a family member
- Pay your Kaiser Permanente medical bills
- Use your digital ID to check in for appointments

## Expanded care options!

- **24/7 on-demand phone or video visits**
- Get **same-day prescription drug delivery** with a simple phone call<sup>4</sup>
- Expanded **access to mental health providers**
- **Extended primary and pediatric care hours** at most medical offices (7 a.m.-7 p.m., Monday-Friday; 8 a.m.-noon on Saturdays)
- Longer **urgent care hours** at Kaiser Permanente's Lone Tree, Aurora Centrepoint, and Lakewood Medical Offices (9 a.m.-9 p.m., Monday-Friday; 8 a.m.-6 p.m., Saturdays and Sundays)
- In-home urgent care from **DispatchHealth** in Colorado Springs and the Denver/Boulder area (8 a.m.-10 p.m., 7 days a week)



Our **Newborn Infant Care** doctors used the latest medical knowledge to nearly eliminate a serious intestinal condition common among low-birth-weight and preterm babies.



**82.6%**

Of our patients with hypertension have controlled **blood pressure**, compared with the national average of 54%.<sup>1</sup>



**#1**

Kaiser Permanente Colorado ranks best in the state for providing **comprehensive diabetes care**.<sup>1</sup>

# CELLENCE



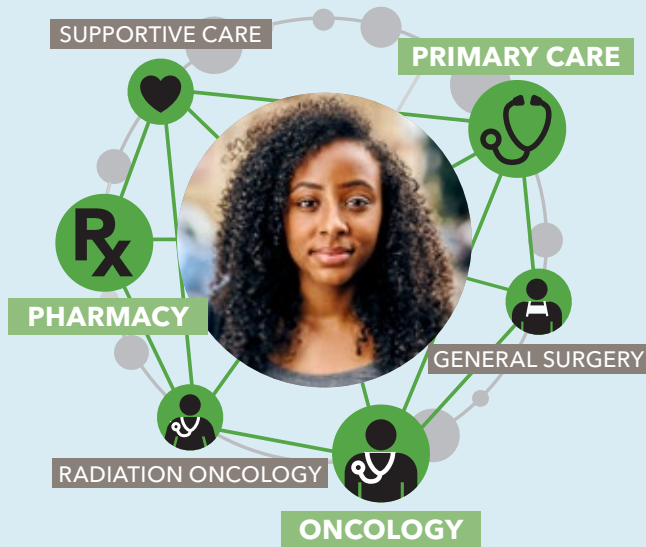
# CARE AT KAISER PERMANENTE

## IT'S TEAM-BASED

Managing your health care – and that of your family – can be a lot of work. Just figuring out what you need, when you need it, and how to get it can seem overwhelming.

**We believe you shouldn't have to manage your care among different doctors, pharmacies, labs, and imaging centers. That's our job.**

Using a single electronic health record, Kaiser Permanente doctors work across specialties and locations to guide every aspect of your care. They know when you're due for exams and tests, and work with you to get them done. They partner with you to help keep you at your healthiest.



**At Kaiser Permanente, primary care providers, specialists, and even pharmacists work together to coordinate every aspect of your care.**

## MEDICAL EXCELLENCE



**#1**

**Kaiser Permanente is rated the No. 1 health plan in Colorado.<sup>1</sup>**



**25**

**Number of Kaiser Permanente medical offices with behavioral medicine specialists on-site, many of whom are available for same-day services.**



## Kaiser Permanente led the nation

as the top performer in 26 HEDIS (Healthcare Effectiveness Data and Information Set) effectiveness-of-care measures – the most of any health plan.<sup>1</sup>

# IS DIFFERENT.

## IT'S CARE FOR MIND, BODY, AND SPIRIT

Alex Menter, MD, a Kaiser Permanente Colorado oncologist, always found Stephanie to be cheerful and upbeat at her appointments, even though she was being treated for brain cancer. Although Stephanie seemed fine, when an automatic notice from the electronic health record system alerted Dr. Menter that she was overdue for a depression screening, the care team had her complete an assessment at her next appointment. It revealed that she was suffering from severe depression.

"Depression wasn't coming up as an issue when I talked to her," Dr. Menter said. "And it wasn't something that she'd brought up on her own."

**"Many of our doctors come to Kaiser Permanente because they want to spend more time taking care of patients and less time focusing on running a medical practice."**

Alex Menter, MD, Permanente oncologist

The same day as the assessment, Stephanie was connected with the Supportive Care team, so they could begin to address her condition immediately. Dr. Menter, who was named a 2018 Top Doctor by 5280 magazine, said that Stephanie's depression eventually improved, and she continued to respond well to her cancer treatment. Learn more about cancer care at: [kp.org/cancercares/co](http://kp.org/cancercares/co).



Alex Menter, MD  
Permanente oncologist



## ACCESS AND CONVENIENCE



**35**

Emergency care locations across Colorado<sup>5</sup>

**2hrs. vs. 30mins.**

Average length of a doctor's appointment across the U.S., including travel, vs. the average length of a Kaiser Permanente online Chat with a Doctor.<sup>6</sup>

## COST & BENEFITS TRANSPARENCY



**97¢**

of every dollar goes directly to providing care and coverage for members and to our communities

**\$0**

copay for 24/7 medical advice line and online Chat with a Doctor, Pharmacist or Financial Counselor

# IN-PERSON CARE: MORE OPTIONS AND HOURS TO FIT YOUR SCHEDULE



## Medical Offices

At most of our medical offices, you can see a doctor, get labs and X-rays done, and pick up a prescription in one place. But now we're doing even more to help you save time:

- Evening and Saturday primary care hours at most medical offices
- Giving you more same-day care options, so you can schedule a last-minute appointment when you need it

## Wide network of providers

If you live in Northern or Southern Colorado, you can get care from Kaiser Permanente medical offices or from network providers in your area. Whether you see a Kaiser Permanente doctor or one of our network providers, you can choose your doctor and switch at any time.

## Urgent Care

- If you live in the Denver/Boulder service area or Colorado Springs, get urgent care at home by requesting a visit from DispatchHealth.
- Visit our urgent care facilities at select Kaiser Permanente medical offices in the Denver/Boulder service area, or go to network provider locations across the Front Range.

## Emergency Care

We've recently added to our network of emergency care providers in all of our service areas.<sup>5</sup> If ever you need emergency care anywhere in Colorado – or the world – you're covered.



**29**

**Urgent care locations across Colorado**



### In-home urgent care

We've teamed up with DispatchHealth to deliver urgent care right in the comfort of your home.

### Mental health and wellness

We've added more behavioral medicine specialists in Denver/Boulder, so you can get the medical and emotional support you need more quickly and conveniently.

# ACCESS AND



# YOU'RE COVERED – ANYWHERE IN THE WORLD! AND SO ARE FAMILY MEMBERS

## You and your covered family members can get the care you need – wherever, whenever.

- Get urgent and emergency care services anywhere in the world.
- Visit any Kaiser Permanente medical offices in Colorado or 7 other states where Kaiser Permanente operates (California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia, and the District of Columbia).
- Covered family members who live in other Colorado service areas can also choose to visit local network providers. If they live outside of any Kaiser Permanente service area (either in Colorado or another state without Kaiser Permanente providers), they are covered for certain routine, continuing and follow-up care through our Out-of-Area Benefit.<sup>7</sup>

### Questions:

- **Starting in July**, you can call **KP COpilot**, a specialized concierge team dedicated exclusively to helping you, as a State of Colorado Employee, navigate your care and coverage questions, at **888-413-0591**.

## Ready. Set. Travel!

A trip outside the United States requires detailed planning, and that should also include planning for your health needs while you're away. We make it easy for you. Contact our International Travel Clinic 2 months before your departure for a health consultation. We'll assess the health risk of your destination, determine if any vaccines or other preventive measures are needed, and recommend immunizations and prescriptions. Call **951-268-3900** for help making your health-related travel plans.



ACCESS AND  
CONVENIENCE



### New Medical Offices in Southern Colorado

Our Acero Medical Offices opened in Pueblo in 2019. Another medical office building will open in Colorado Springs in 2021.



### Around the World

You can get urgent and emergency care anywhere you travel.

# IN-PERSON CARE OPTIONS FOR YOU

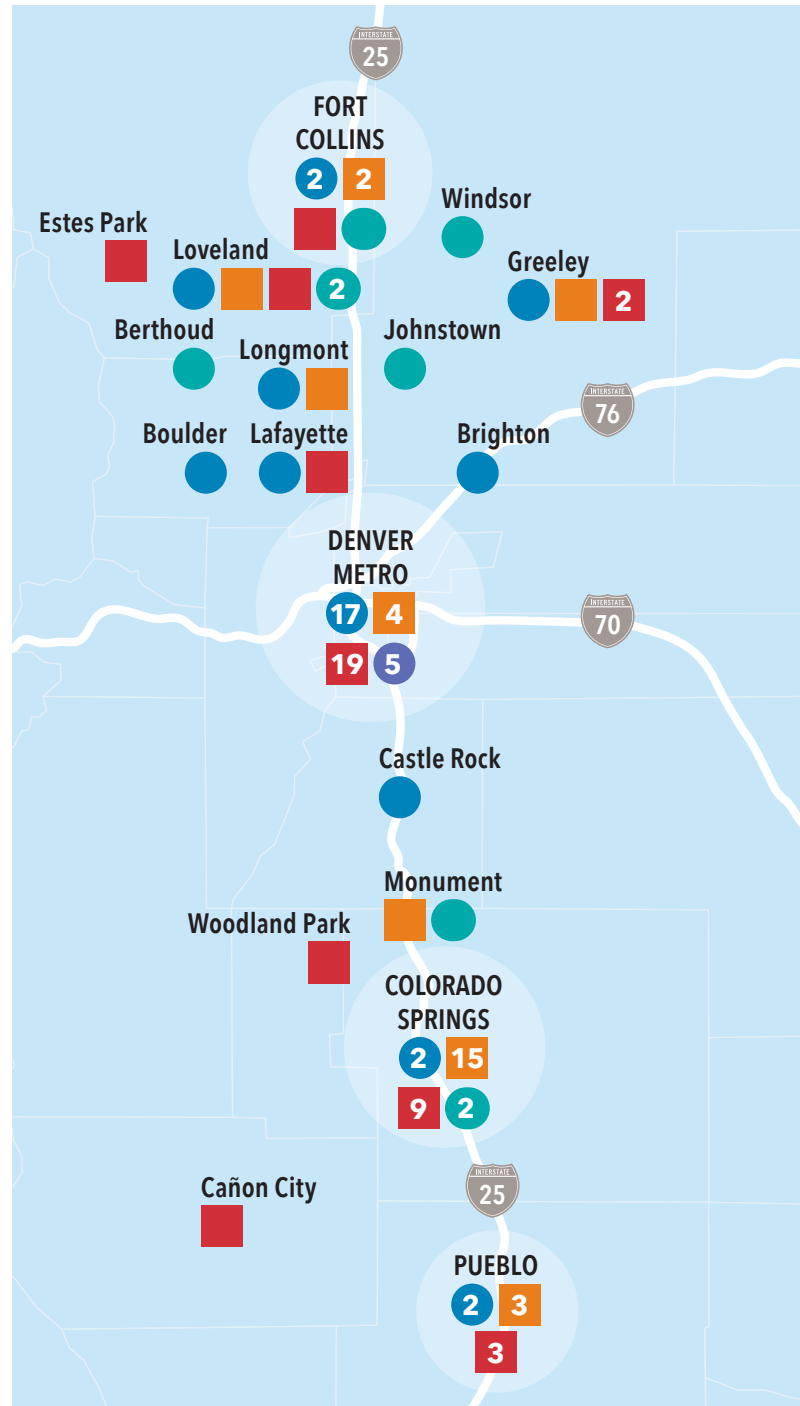
## Find doctors and locations near you.

There are **1,200+** Kaiser Permanente physicians, and **15,000+** network providers at locations across Colorado.<sup>8</sup> For a full list of providers included in your plan, visit [kp.org/locations](https://kp.org/locations).

### EVENING AND SATURDAY PRIMARY CARE HOURS

Now available at most Kaiser Permanente medical offices that offer primary care services, see page 8.

- Kaiser Permanente medical offices
- Affiliated Providers with Extended Hours
- Urgent care facility
- Emergency care facility<sup>8</sup>
- Behavioral health offices (network providers available in Northern and Southern Colorado).
- ① Numbers indicate multiple locations in a city or metropolitan area.



## Kaiser Permanente Colorado medical offices

### **DB** Denver/Boulder Service Area

#### **Arapahoe Medical Offices**

5555 E. Arapahoe Road  
Centennial, CO 80122

#### **Aurora Centrepont Medical Offices**

14701 E. Exposition Ave.  
Aurora, CO 80012

#### **Baseline Medical Offices**

580 Mohawk Drive  
Boulder, CO 80303

#### **Brighton Medical Offices**

859 S. 4th Ave.  
Brighton, CO 80601

#### **Castle Rock Medical Offices**

4318 Trail Boss Drive  
Castle Rock, CO 80104

#### **East Denver Medical Offices**

10400 E. Alameda Ave.  
Denver, CO 80247

#### **Englewood Medical Offices**

2955 S. Broadway  
Englewood, CO 80113

#### **Franklin Medical Offices**

2045 Franklin St.  
Denver, CO 80205

#### **Hidden Lake Medical Offices**

7701 Sheridan Blvd.  
Westminster, CO 80003

#### **Highlands Ranch Medical Offices**

9285 Hepburn St.  
Highlands Ranch, CO 80129

#### **Ken Caryl Medical Offices**

7600 Shaffer Parkway  
Littleton, CO 80127

#### **Lakewood Medical Offices**

8383 W. Alameda Ave.  
Lakewood, CO 80226

#### **Lone Tree Medical Offices**

10240 Park Meadows Drive  
Lone Tree, CO 80124

#### **Longmont Medical Offices**

2345 Bent Way  
Longmont, CO 80503

#### **Parker Medical Offices**

10168 Parkglenn Way  
Parker, CO 80138

#### **Rock Creek Medical Offices**

280 Exempla Circle  
Lafayette, CO 80026

#### **Skyline Medical Offices**

1375 E. 20th Ave.  
Denver, CO 80205

#### **Smoky Hill Medical Offices**

16290 E. Quincy Ave.  
Aurora, CO 80015

#### **Southwest Medical Offices**

5257 S. Wadsworth Blvd.  
Littleton, CO 80123

#### **Westminster Medical Offices**

11245 Huron St.  
Westminster, CO 80234

#### **Wheat Ridge Medical Offices**

4803 Ward Road  
Wheat Ridge, CO 80033

### **N** Northern Colorado Service Area

#### **Fort Collins Medical Offices**

2950 E. Harmony Road,  
Suite 190  
Fort Collins, CO 80528

#### **Greeley Medical Offices**

2429 35th Ave.  
Greeley, CO 80634

#### **Loveland Medical Offices**

4901 Thompson Parkway  
Loveland, CO 80534

#### **Spring Creek Medical Offices**

1136 E. Stuart St., #200  
Building 3, 2nd Floor  
Fort Collins, CO 80525

### **S** Southern Colorado Service Area

#### **Acero Medical Offices**

2625 West Pueblo Blvd.  
Pueblo, CO 81004

#### **Briargate Medical Offices**

4105 Briargate Parkway,  
Suite 125  
Colorado Springs, CO 80920

#### **Parkside Medical Offices**

215 Parkside Drive  
Colorado Springs, CO 80910

#### **Pueblo North Medical Offices**

3670 Parker Blvd., Suite 200  
Pueblo, CO 81008

*Opening in 2021:*

#### **Premier Medical Offices**

Colorado Springs

# GETTING STARTED WITH KAISER PERMANENTE IS EASY



We make it easy to switch to Kaiser Permanente. After you enroll, simply go to **kp.org/easyswitch**, where you can:

- Register on **kp.org** to manage your health, access your medical records, refill prescriptions, find health resources, and more
- After registering, you can download our mobile app and manage your health from anywhere
- Choose a doctor after viewing their profiles online and finding a location that's convenient for you – and you can change at any time!
- Transition your prescriptions so your treatment is uninterrupted
- Get care by scheduling an appointment or, after registering on **kp.org**, chatting online with a doctor via our mobile app or the website
- Get help transitioning your care if you have complex care needs

Look for your member materials to arrive. Member ID cards for you and covered family members will arrive by mail. Keep them with you in a safe place and bring them to medical appointments and to fill prescriptions (or use your digital ID card via our mobile app). Soon after you receive your cards, you'll also receive a new-member booklet. It's a helpful guide to your membership.

If you have questions, we're here to help. Call the New Member Connect Department, Monday through Friday, 8 a.m. to 5 p.m., at **1-844-639-8657** (TTY 711).



**REGISTER**  
on kp.org



**ACCESS**  
care on the go



**MANAGE**  
your care

# HEALTH PLAN COMPARISONS 2020-2021

Need help choosing  
a plan that's right for you?  
Call **1-888-413-0591**  
today.

**HDHP:** You pay full charges for most services until you reach your deductible.

**Copay Basic & Copay Plus:** You pay copays for most routine care and prescriptions without first meeting your deductible.

	<b>HDHP</b>	<b>Copay Basic</b>	<b>Copay Plus</b>
<b>Deductible</b> (Individual / Family)	<b>\$1,500 / \$3,000<sup>9</sup></b>	<b>\$1,500 / \$3,000</b>	<b>\$750 / \$1,500</b>
<b>Out-of-Pocket Maximum</b> (Individual / Family)	<b>\$4,000 / \$8,000</b>	<b>\$4,000 / \$8,000</b>	<b>\$3,500 / \$7,000</b>
Preventive Care	No Charge	No Charge	No Charge
24/7 Medical Advice by Phone	No Charge	No Charge	No Charge
<b>Primary Care</b>			
Office Visit	25% Coinsurance <sup>10</sup>	\$15 Copay	\$10 Copay
Chat Online with a Kaiser Permanente Doctor	No Charge	No Charge	No Charge
Email <sup>11</sup>	No Charge	No Charge	No Charge
Phone or Video Visit <sup>9</sup>	No Charge <sup>2,10</sup>	No Charge	No Charge
<b>Specialty Care</b>			
Office Visit	25% Coinsurance <sup>10</sup>	\$35 Copay	\$25 Copay
Chat Online with a Kaiser Permanente Doctor	No Charge	No Charge	No Charge
Email <sup>11</sup>	No Charge	No Charge	No Charge
Phone or Video Visit	No Charge <sup>2,10</sup>	No Charge	No Charge
<b>Other Benefits</b>			
Urgent Care	25% Coinsurance <sup>10</sup>	\$75 Copay	\$75 Copay
Emergency Room	25% Coinsurance <sup>10</sup>	20% Coinsurance <sup>10</sup>	\$500 Copay
Inpatient Hospital	25% Coinsurance <sup>10</sup>	20% Coinsurance <sup>10</sup>	20% Coinsurance <sup>10</sup>
Basic Radiology	25% Coinsurance <sup>10</sup>	20% Coinsurance <sup>10</sup>	20% Coinsurance <sup>10</sup>
<b>Prescription Drugs</b>			
Preventive Rx	\$0 Copay	\$0 Copay	\$0 Copay
Retail Generic	\$10 Copay <sup>10</sup>	\$10 Copay	\$10 Copay
Retail Brand Formulary	\$30 Copay <sup>10</sup>	\$30 Copay	\$30 Copay
Retail Non-Formulary	\$60 Copay <sup>10</sup>	\$60 Copay	\$60 Copay
Retail Specialty Rx	20% Coinsurance up to \$120 per fill <sup>10</sup>	20% Coinsurance up to \$120 per fill	20% Coinsurance up to \$120 per fill

The information provided is only a summary. Upon enrollment, your Evidence of Coverage will contain a description of your coverage, including benefits, exclusions and limitations. Your Evidence of Coverage will prevail over this or any other plan summary.



## Notices and references

### Nondiscrimination Notice

Kaiser Foundation Health Plan of Colorado (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 **1-800-632-9700** (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 at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 2500 S. Havana St., Aurora, CO 80014, or by phone at Member Services: **1-800-632-9700**.

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 [ocrportal.hhs.gov](https://ocrportal.hhs.gov), or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **1-800-537-7697** (TDD). Complaint forms are available at [hhs.gov/ocr/filing-with-ocr](https://hhs.gov/ocr/filing-with-ocr).

### Help in Your Language

**Attention:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-632-9700** (TTY **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገልግሎት ድርጅቶቻችን በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚስተለው ቁጥር ይደውሉ **1-800-632-9700** (TTY **711**).

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-632-9700** (TTY **711**)

**Bàsó ò Wù dǔ (Bassa) Dè dɛ nià kɛ dyédé gbo:** Ɔ jũ ké m̀Bàsóò-wùdǔ-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò bɛ́ in m̀gbo kpáa. Ɖá **1-800-632-9700** (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 **1-800-632-9700** (TTY **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بگیرد. **1-800-632-9700** (TTY **711**)

### Français (French) ATTENTION:

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-632-9700** (TTY **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-632-9700** (TTY **711**).

**Igbo (Igbo) NRỤBAMA:** Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-632-9700** (TTY **711**).

**日本語 (Japanese) 注意事項:** 日本語を話さる場合、無料の言語支援をご利用いただけます。1-800-632-9700 (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. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:**  
Díí saad bee yánífti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hól'ó, koj'í' hódíílnih 1-800-632-9700 (TTY 711).

**नेपाली (Nepali) ध्यान दिनुहोस्:** तपा'ले नेपाली बोल्नुहुन्छ भने तपा'को ननमतत भाषा सहायता सेवाह न शुल्क पमा उपलब्ध छ । 1-800-632-9700 (TTY 711) फोन गनहोस ।

**Afaan Oromoo (Oromo) XIYYEEFFANNA:**  
Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-632-9700 (TTY 711).

**Русский (Russian) ВНИМАНИЕ:**  
если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-632-9700 (TTY 711).

**Español (Spanish) ATENCIÓN:**  
si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-632-9700 (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 1-800-632-9700 (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 1-800-632-9700 (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 1-800-632-9700 (TTY 711).

## References

1. NCQA is a third-party organization that receives both clinical quality information (HEDIS) and member survey (CAHPS) feedback to rate health plans nationwide. Relative to health plans in Colorado, Kaiser Permanente is the highest-rated commercial plan.
2. No cost for most health plans. HSA-qualified high deductible health plan (HDHP) members must meet their deductible first before phone and video visits are provided at no cost.
3. These services are available when you see Kaiser Permanente providers. Check with your doctor to see if video visits are available to you.
4. Same day prescription delivery available for eligible prescription drug orders. It is not available to every address or from all pharmacy locations. Order cutoff times and delivery days may vary by pharmacy location. Delivery may be subject to delays. Delivery fees apply and may vary by location. Other restrictions apply.
5. In an emergency, dial **911** or go to the nearest emergency room/department.
6. Miller, J. 2015. Paying for Health Care with Time. Harvard Medical School News & Research. [hms.harvard.edu/news/paying-health-care-time](https://hms.harvard.edu/news/paying-health-care-time).
7. Subject to eligibility requirements. Refer to your Evidence of Coverage or call Member Services for details.
8. Choice of providers varies by plan, service area, and availability at the time of selection and is subject to change. Provider and location information is current at the time of publication and is subject to change.
9. If you have other family members enrolled on the HDHP plan, the overall family deductible must be met before the plan begins to pay.
10. Your cost share after you have met your deductible.
11. Available when you receive care from Kaiser Permanente medical offices.

### Disclosure

Colorado state law requires that an Access Plan be available that describes Kaiser Foundation Health Plan of Colorado's network of provider services. To obtain a copy, please call Member Services or visit [kp.org](https://www.kp.org).

# THE RIGHT CHOICE FOR PEACE OF MIND

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.

## On-demand care options



### Chat online

**AT NO COST**

Get medical advice in real time from a Kaiser Permanente doctor or chat with a financial counselor or pharmacist.



### 24/7 medical advice

**AT NO COST**

Call KP COpilot to get medical guidance any time, day or night.



### Email

**AT NO COST**

Message your doctor's office anytime with nonurgent questions.<sup>3</sup>



### E-visits

**AT NO COST**

Fill out an online questionnaire for select conditions to receive a care plan or medical advice.



### Video visits

**AT NO COST**

Schedule a visit with your doctor, or see one on demand.<sup>2,3</sup>



### Phone visits

**AT NO COST**

Schedule a call with your doctor, or talk to one, on demand.<sup>2,3</sup>

## Explore your options with KP COpilot!

Call **1-888-413-0591** (or email: [StateofColorado@kp.org](mailto:StateofColorado@kp.org)), and we'll guide you through the process of choosing a plan that's right for you.

Starting in July, this phone number will connect you to **KP COpilot**, a specialized concierge team exclusively for State of Colorado employees that can help you navigate all your care and coverage questions.