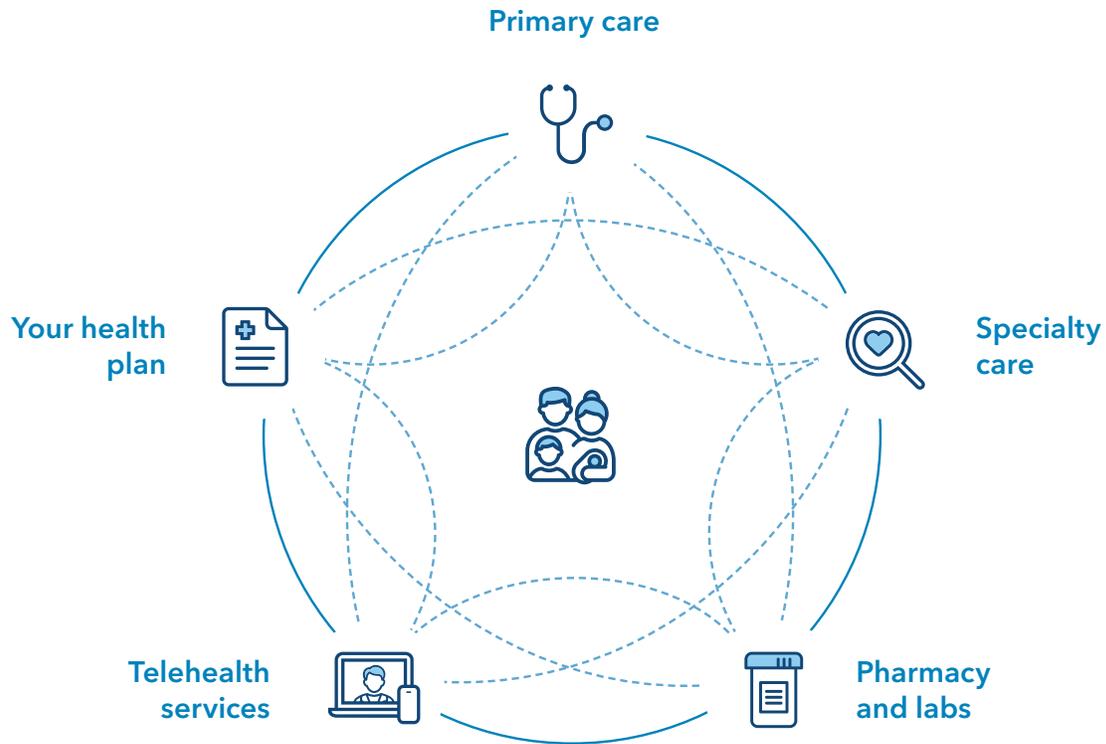


# Experience health care the way it's meant to be



## Kaiser Permanente 2022 Enrollment Guide



## Connected care makes your life easier

High-quality care, combined with our integrated care delivery system, make us different. Your doctors, hospitals, and pharmacists work together to make getting the right care more convenient. Your care meets you where you are, because it's centered around you.



# Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. With connected caregivers, more ways to get care at home or on the go, and support for your total health, care at Kaiser Permanente feels easier and faster. Welcome to care that fits your life.

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# A better experience from the start

We guide you through each step of Kaiser Permanente, so you can get started in no time.

Visit [kp.org/newmember](https://kp.org/newmember).



## Choose a doctor who's right for you

Our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can choose Kaiser Permanente knowing you've found a doctor who fits your needs. You're also free to change doctors at any time, for any reason.



## Transition your care seamlessly

Easily move prescriptions and find a location that's close to your home, work, or school. Many services are often under one roof, making it easy to see your doctor, get a lab test, and pick up prescriptions—all in one trip.



## Get care on your schedule

Need to schedule an appointment? Have a nonurgent question you'd like to email to your doctor's office? Want your prescription refill mailed to your home? After your plan is effective, register for an online account at **kp.org** or get the Kaiser Permanente app and easily manage your health online—whenever, wherever. You can also access a digital version of your ID card when you download our mobile app.



## Have questions?

If you want more information about what your plan covers before you receive care, please contact Customer Service at **1-877-883-6698** (TTY 711).

# Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care – whether in person or virtually.



## Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their main concern.

As your biggest health advocate, your doctor will coordinate your care journey, and you'll work closely together to make decisions about your health.



## Better care with a connected team

Your doctor, nurses, and other specialists are connected to each other, and to you, through your electronic health record. So they know important things about you and your health – like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.



## Personalized care

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To help deliver care that's sensitive to your culture, ethnicity, and lifestyle, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and tailor care delivery for people of all cultural backgrounds



Get an idea of what you'll pay before you come in for care with a personalized cost estimate based on your plan details.

# Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



## Preventive care to keep you healthy

We focus on preventive care to help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. It tracks your preventive care and sends reminders when you're due for your next screening so you're free to focus on living your life.



## Specialty care when you need it

We're also here when you get sick or need specialized care. As one of the largest multispecialty medical practices in Colorado, we can conveniently connect you with the right specialists – and in most cases a referral isn't needed.



## Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.



## Expanded Mental Health Care

Because your physical and mental health are connected, we offer a wide range of mental health and addiction services, with no referral required.

Kaiser Permanente has teamed up with Amwell<sup>2</sup> to offer expanded access to mental health services. In addition to our existing in-person and virtual options for mental health care, you can now schedule a one-on-one video counseling session with an Amwell mental health therapist.

We've also expanded our offering of free mental health and wellness apps to help manage anxiety, depression, sleeplessness, and more.



## A model for quality, innovation, and transformation

In a nationwide survey of hospital CEOs, chief medical officers, and health system leaders, Kaiser Permanente was one of the most frequently cited:

- Models for innovation<sup>1</sup>
- Leaders in health care transformation<sup>1</sup>



Hear care stories from real Kaiser Permanente members at [kp.org/carestories](https://kp.org/carestories).

# Convenient ways to get care

Get care where, when, and how you want it. With an enhanced suite of virtual care choices that are easy to access, you can get care in even more ways – and more places – than ever before.

## Choose how you get care



### Online chat<sup>2</sup>

Message in real time with a clinician, mental health specialist, and more.



### 24/7 on-demand video video visits<sup>2</sup>

Talk to a clinician for quality care when you need it – no appointment needed.



### In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.



### 24/7 medical advice

Call for answers to routine or urgent medical questions.



### Scheduled phone/video visits<sup>2</sup>

Set up a time that's convenient for you to talk to a Kaiser Permanente clinician via phone or video.



### E-visit

Complete a brief, online questionnaire about your symptoms to receive a care plan or advice about seeking in-person care.



To access these and other care options, go to [kp.org/getcare](https://kp.org/getcare) or download our mobile app.

# Pharmacy services

You have many options for getting your prescriptions at Kaiser Permanente:



## Mail Order Pharmacy<sup>3</sup>

Get your prescriptions delivered with no shipping costs. You can fill them through the mobile app, by calling the pharmacy at a Kaiser Permanente medical office of your choice, by calling **1-866-523-6059 (TTY 711)**, or at **kp.org/rxrefill**.



## In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Eligible participants can choose to use an affiliated pharmacy. Refer to **kp.org/locations** to find all pharmacies available to you.



## By phone

Each Kaiser Permanente medical office has a 24-hour refill phone number. You can find the number under "Pharmacy Services" on each medical office's page at **kp.org**.



## Online

Order refills online for pick-up at any medical office via **kp.org/refill**.



## Same-day/next-day delivery

Request same-day/next-day delivery of your prescriptions for a flat fee. Simply call **1-888-626-0454** to check for eligibility. Same-day deliveries must be within 15 miles of a participating pharmacy.



For pharmacy benefits or questions, see your Summary Plan Description or contact OptumRx at **1-866-427-7701**. For our formulary, or list of covered drugs, go to **kp.org**.

# Resources for healthy mind, body and spirit

Good health goes beyond the doctor's office. Explore some of the convenient resources available to you and choose the ones that fit your life.<sup>4</sup>

## Get the most out of your plan with these healthy extras

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### Self-care apps



Tap into the power of self-care with these apps, available to adult members at no cost:

**Ginger:** for emotional support coaching via text<sup>5</sup>

**Calm:** for meditation, mental resilience, and sleep

**myStrength:** for managing depression, stress, anxiety, addiction, and more<sup>6</sup>

Adults can get these apps at [kp.org/selfcareapps](https://kp.org/selfcareapps).

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### Special rates



Enjoy reduced rates on services that can help you stay healthy—like gym memberships, acupuncture, massage therapy, and chiropractic care.

Read more at [kp.org/exercise](https://kp.org/exercise).

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### Healthy lifestyle programs



Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more—all at no cost. Learn more

at [kp.org/healthylifestyles](https://kp.org/healthylifestyles).

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### Personal wellness coaching



Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).

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### Online wellness tools



Visit [kp.org/healthyliving](https://kp.org/healthyliving) for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.

# Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.

## Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments. You can also see different doctors at different locations – whatever works best for you.

## Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit **kp.org/facilities** to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.



For an updated list of facilities and providers, go to **kp.org** and select "Doctors & Locations."

## Getting care anytime, anywhere

### Urgent care<sup>7</sup>

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week. If you live in the Denver/Boulder area, Colorado Springs, or Longmont, you can get urgent care at home through DispatchHealth.

### Emergency care<sup>8</sup>

If you ever need emergency care, you're covered. Call **911**, or if time and safety permit, go to the nearest emergency room.

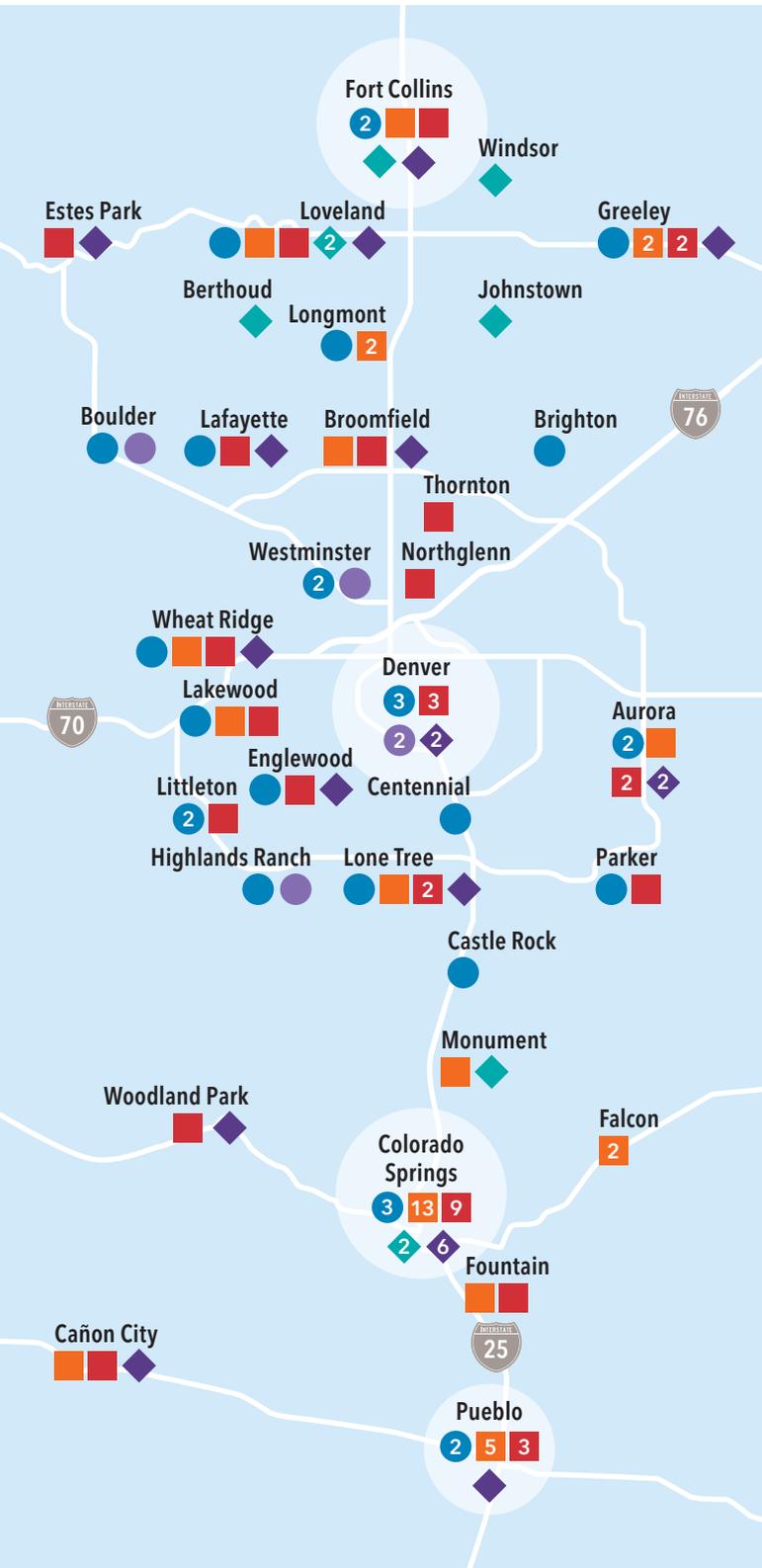
### Care away from home<sup>9</sup>

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line at **951-268-3900** or visit **kp.org/travel**.

### Out-of-area care

Covered dependents up to age 26 who live outside the Colorado service area are covered for certain routine, continuing, or follow-up care through our out-of-area care. See your Summary Plan Description or call Customer Service at **1-877-883-6698** (TTY **711**).

# In-person care locations



## Colorado medical facilities

30	Kaiser Permanente medical offices	●
34	Urgent care facilities	■
36	Emergency care facilities	■
5	Behavioral health offices	●
9	Affiliated providers with extended hours	◆
22	Affiliated hospital/in-patient care	◆

There are **1,200+** Kaiser Permanente physicians, and **12,300** affiliated plan providers at locations across Colorado.<sup>10</sup> For a full list of providers included in your plan, visit [kp.org/locations](https://kp.org/locations).

# Kaiser Permanente Medical Offices

## Central

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### Aurora

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**Aurora Centrepoint**  
14701 E. Exposition Ave.  
Aurora, CO 80012

**Smoky Hill**  
16290 E. Quincy Ave.  
Aurora, CO 80015

### Boulder

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**Baseline**  
580 Mohawk Drive  
Boulder, CO 80303

### Brighton

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**Brighton**  
859 S. 4th Ave.  
Brighton, CO 80601

### Castle Rock

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**Castle Rock**  
4318 Trail Boss Drive  
Castle Rock, CO 80104

### Centennial

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**Arapahoe**  
5555 E. Arapahoe Road  
Centennial, CO 80122

### Denver

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**East Denver**  
10400 E. Alameda Ave.  
Denver, CO 80247

**Franklin**  
2045 Franklin St.  
Denver, CO 80205

**Midtown Med. Office Building**  
1960 N. Ogden St.  
Denver, CO 80218

**Skyline**  
1375 E. 20th Ave.  
Denver, CO 80205

### Englewood

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**Englewood**  
2955 S. Broadway  
Englewood, CO 80113

### Highlands Ranch

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**Highlands Ranch**  
9285 Hepburn St.  
Highlands Ranch, CO 80129

### Lafayette

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**Rock Creek**  
280 Exempla Circle  
Lafayette, CO 80026

### Lakewood

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**Lakewood**  
8383 W. Alameda Ave.  
Lakewood, CO 80226

### Littleton

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**Ken Caryl**  
7600 Shaffer Parkway  
Littleton, CO 80127

**Southwest**  
5257 S. Wadsworth Blvd.  
Littleton, CO 80123

### Lone Tree

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**Lone Tree**  
10240 Park Meadows Drive  
Lone Tree, CO 80124

### Longmont

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**Longmont**  
2345 Bent Way  
Longmont, CO 80503

### Parker

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**Parker**  
10168 Parkglenn Way  
Parker, CO 80138

### Westminster

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**Hidden Lake**  
7701 Sheridan Blvd.  
Westminster, CO 80003

**Westminster**  
11245 Huron St.  
Westminster, CO 80234

### Wheat Ridge

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**Wheat Ridge**  
4803 Ward Road  
Wheat Ridge, CO 80033

## Northern

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### Fort Collins

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

**Spring Creek**  
1136 E. Stuart St.  
Building 3, Suite 200  
Fort Collins, CO 80525

### Greeley

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**Greeley**  
2429 35th Ave.  
Greeley, CO 80634

### Loveland

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**Loveland**  
4901 Thompson Parkway  
Loveland, CO 80534

## Southern

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### Colorado Springs

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**Briargate**  
4105 Briargate Parkway, Suite 125  
Colorado Springs, CO 80920

**Parkside**  
215 Parkside Drive  
Colorado Springs, CO 80910

**Premier**  
3920 North Union Blvd.  
Colorado Springs, CO 80907

### Pueblo

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**Acero**  
2625 W. Pueblo Blvd.  
Pueblo, CO 81004

**Pueblo North**  
3670 Parker Blvd., Suite 200  
Pueblo, CO 81008

## Urgent Care

If you have an urgent care need, call us for advice.

We can help you determine what type of care is most appropriate or help you schedule an appointment.

Call **1-866-311-4464** (TTY **711**).

### Central

#### Aurora

##### Aurora Centrepoint Medical Offices

14701 E. Exposition Ave.  
Aurora, CO 80012

#### Lakewood

##### Lakewood Medical Offices

8383 W. Alameda Ave.  
Lakewood, CO 80226

#### Lone Tree

##### Lone Tree Medical Offices

10240 Park Meadows Drive  
Lone Tree, CO 80124

#### Longmont

##### NextCare Urgent Care

2144 Main St., Suite 8  
Longmont, CO 80501  
**303-772-0041**

##### UCHealth Urgent Care – Main Street

2101 Main St.  
Longmont, CO 80501  
**720-745-8030**

#### Pediatric care (only) available at the following facilities

##### Children's Hospital Colorado North Campus, Broomfield

469 W. State Highway 7  
Broomfield, CO 80023  
**720-777-1340**

##### Children's Hospital Colorado, Wheat Ridge

3455 N. Lutheran Parkway, Suite 230  
Wheat Ridge, CO 80033  
**720-777-1370**

#### Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.-10 p.m., **303-500-1518** (TTY **711**)

### Northern

#### Fort Collins

##### Banner Urgent Care

3617 S. College Ave., Suite C  
Fort Collins, CO 80525  
**970-821-1500**

#### Greeley

##### Banner Urgent Care

2015 35th Ave.  
Greeley, CO 80634  
**970-810-4155**

##### NextCare Urgent Care

1011 39th Ave., Suite A  
Greeley, CO 80634  
**970-351-8181**

#### Loveland

##### Banner Health Clinic – Skyline Urgent Care

2555 E. 13th St., Suite 110  
Loveland, CO 80537  
**970-820-4264**

### Southern

#### Cañon City

##### Centura Health Urgent Care

3245 East US Highway 50, Unit E  
Canon City, CO 81212  
**719-285-2888**

#### Colorado Springs

##### Alliance Urgent Care

9320 Grand Cordera Parkway  
Suite 100  
Colorado Springs, CO 80924  
**719-282-6337**

##### Centura Health Urgent Care

3027 N. Circle Drive  
Colorado Springs, CO 80909  
**719-776-3216**

##### Centura Health Urgent Care Broadmoor

1263 Lake Plaza Drive, Suite 120  
Colorado Springs, CO 80906  
**719-776-3330**

##### Centura Health Urgent Care Powers Pointe

5607 Barnes Road, Suite 140  
Colorado Springs, CO 80917  
**719-776-3750**

##### Concentra Urgent Care

2322 S. Academy Blvd.  
Colorado Springs, CO 80916  
**719-390-1727**

##### Concentra Urgent Care

4083 Austin Bluffs Parkway  
Colorado Springs, CO 80918  
**719-594-0046**

##### Concentra Urgent Care

402 W. Bijou St.  
Colorado Springs, CO 80905  
**719-302-6942**

##### Concentra Urgent Care

5320 Mark Dabling Blvd.  
Building 7, Suite 100  
Colorado Springs, CO 80918  
**719-592-1584**

##### Concentra Urgent Care

6011 E. Woodmen Road, Suite 100  
Colorado Springs, CO 80923  
**719-571-8888**

##### UCHealth Urgent Care

1035 Garden of the Gods Road  
Suite 120  
Colorado Springs, CO 80907  
**719-329-1000**

##### UCHealth Urgent Care

4323 Integrity Center Point  
Colorado Springs, CO 80917  
**719-591-2558**

##### UCHealth Urgent Care

2767 Janitell Road  
Colorado Springs, CO 80906  
**719-365-2888**

##### UCHealth Urgent Care

13445 Voyager Parkway  
Colorado Springs, CO 80921  
**719-219-0333**

#### Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.-10 p.m., **719-270-0805** (TTY **711**).

## Falcon

**Falcon Urgent Care**  
7475 McLaughlin Road  
Falcon, CO 80831  
**719-495-9994**

**UCHealth Urgent Care**  
11605 Meridian Market View, Suite 184  
Falcon, CO 80831  
**719-364-9560**

## Fountain

**Centura Health Urgent Care Fountain**  
7955 Fountain Mesa Road  
Fountain, CO 80817  
**719-776-3737**

## Monument

**Centura Health Urgent Care –  
Tri Lakes**  
17230 Jackson Creek Parkway  
Suite 120  
Monument, CO 80132  
**719-571-7070**

## Pueblo

**Concentra Urgent Care**  
4117 N. Elizabeth St.  
Pueblo, CO 81008  
**719-545-0788**

**Concentra Urgent Care**  
4112 Outlook Blvd, Suite 325  
Pueblo, CO 81008  
**719-562-6300**

**Southern Colorado Clinic, PC**  
3676 Parker Blvd.  
Pueblo, CO 81008  
**719-553-2208**

**Southern Colorado Clinic, PC**  
3937 Ivywood Lane  
Pueblo, CO 81005  
**719-553-0111**

**Southern Colorado Clinic, PC**  
109 S Burlington Dr.  
Pueblo West, CO 81007  
**719-553-2200**

## Emergency Care

If you think you are experiencing an emergency medical condition, call **911**, or if time and safety permit, go to the nearest emergency room. Your care will be covered. For a complete definition of an emergency medical condition, please refer to your Summary Plan Description.

## Central

### Aurora

**HealthONE The Medical Center of  
Aurora South Campus**  
1501 S. Potomac St.  
Aurora, CO 80012  
**303-695-2603**

### Denver

**HealthONE Presbyterian/  
St. Luke's Medical Center**  
1719 E. 19th Ave.  
Denver, CO 80218  
**303-839-6100**

**SCL Health  
Saint Joseph Hospital**  
1375 E. 19th Ave.  
Denver, CO 80218  
**303-812-2000**

### Englewood

**HealthONE Swedish  
Medical Center**  
501 E. Hampden Ave.  
Englewood, CO 80113  
**303-788-6555**

### Lafayette

**SCL Health Good Samaritan  
Medical Center**  
200 Exempla Circle  
Lafayette, CO 80026  
**303-689-4000**

### Lakewood

**HealthONE Swedish Belmar ER**  
260 S. Wadsworth Blvd.  
Lakewood, CO 80226  
**720-417-7200**

## Littleton

**HealthONE Swedish Southwest ER**  
6196 S. Ammons Way  
Littleton, CO 80123  
**303-788-6911**

## Lone Tree

**HealthONE Sky Ridge  
Medical Center**  
10101 RidgeGate Parkway  
Lone Tree, CO 80124  
**720-225-5362**

## Northglenn

**SCL Health Saint Joseph Emergency  
Northglenn**  
11900 Grant St.  
Northglenn, CO 80233  
**720-573-5095**

## Parker

**HealthONE Sky Ridge  
South Parker ER**  
12223 Pine Bluffs Way  
Parker, CO 80134  
**720-347-6100**

## Thornton

**HealthONE North Suburban  
Northeast ER**  
12793 Holly St.  
Thornton, CO 80241  
**303-280-6640**

## Wheat Ridge

**SCL Health Lutheran  
Medical Center**  
8300 W. 38th Ave  
Wheat Ridge, CO 80033  
**303-425-4500**

## Pediatric care (only) available at the following facilities

**Children's Hospital Colorado  
Anschutz Medical Campus**  
13123 E. 16th Ave.  
Aurora, CO 80045  
**720-777-1234**

**Children's Hospital North Campus**  
469 W. State Highway 7  
Broomfield, CO 80023  
**720-777-1340**

**Rocky Mountain  
Hospital for Children**  
2001 N. High St.  
Denver, CO 80205  
**720-754-1000**

**HealthONE Sky Ridge  
Medical Center Pediatric ER**  
10101 RidgeGate Parkway  
Lone Tree, CO 80124  
**720-225-5439**

## Northern

### Estes Park

**Estes Park Medical Center**  
555 Prospect Ave.  
Estes Park, CO 80517  
970-586-2317

### Fort Collins

**Banner Fort Collins Medical Center**  
4700 Lady Moon Drive  
Fort Collins, CO 80528  
970-821-4000

### Greeley

**Banner North Colorado Emergency Care**  
2000 70th Ave.  
Greeley, CO 80634  
970-810-2636

**Banner North Colorado Medical Center**  
1801 16th St.  
Greeley, CO 80631  
970-810-4121

### Loveland

**Banner McKee Medical Center**  
2000 N. Boise Ave.  
Loveland, CO 80538  
970-820-4640

## Southern

### Cañon City

**St. Thomas More Hospital**  
1338 Phay Ave.  
Cañon City, CO 81212  
719-285-2000

### Colorado Springs

**Children's Hospital Colorado, Colorado Springs**  
4090 Briargate Parkway  
Colorado Springs, CO 80920  
719-305-1234

**Penrose Hospital<sup>11</sup>**  
2222 N. Nevada Ave.  
Colorado Springs, CO 80907  
719-776-5000

**St. Francis Medical Center<sup>11</sup>**  
6001 E. Woodmen Road  
Colorado Springs, CO 80923  
719-571-1000

**UCHealth ER**  
3790 E. Woodmen Road  
Colorado Springs, CO 80920  
719-264-5080

**UCHealth Memorial Hospital Central**  
1400 E. Boulder St.  
Colorado Springs, CO 80909  
719-365-5000

**UCHealth Memorial Hospital North**  
4050 Briargate Parkway  
Colorado Springs, CO 80920  
719-364-5000

**UCHealth ER**  
13510 Meadowgrass Drive  
Colorado Springs, CO 80921  
719-487-2060

**UCHealth ER**  
2770 N. Powers Blvd.  
Colorado Springs, CO 80922  
719-638-3000

**UCHealth Grandview Hospital**  
5623 Pulpit Peak View  
Colorado Springs, CO 80918  
719-272-3600

### Fountain

**UCHealth ER**  
7890 Fountain Mesa Road  
Fountain, CO 80817  
719-390-2680

### Pueblo

**Parkview Medical Center**  
400 W. 16th St.  
Pueblo, CO 81003  
719-584-4000

**Parkview–Pueblo West Emergency Services**  
899 E. Industrial Blvd.  
Pueblo West, CO 81007  
719-288-2100

**St. Mary-Corwin Medical Center**  
1008 Minnequa Ave.  
Pueblo, CO 81004  
1-800-228-4039

### Woodland Park

**UCHealth Pikes Peak Regional Hospital**  
16420 W. U.S. Highway 24  
Woodland Park, CO 80863  
719-374-6060

## Extended Hours from affiliated providers

## Northern

### Berthoud

**Banner Health Clinic–Berthoud**  
401 10th St.  
Berthoud, CO 80513  
970-532-4910

### Fort Collins

**Banner Health Clinic–Family Practice**  
702A W. Drake Road  
Fort Collins, CO 80526  
970-821-4600

### Johnstown

**Banner Health Clinic–Family Practice**  
222 Johnstown Center Drive  
Johnstown, CO 80534  
970-587-4974

### Loveland

**Banner Health Clinic–Southwest Loveland**  
1230 14th St. SW  
Loveland, CO 80537  
970-820-3999

**Banner Health Clinic–Columbine**  
2701 Madison Square Drive  
Loveland, CO 80538  
970-820-5000

### Windsor

**Banner Health Clinic–Windsor**  
1300 Main St.  
Windsor, CO 80550  
970-686-5646

## Southern

### Colorado Springs

**Optum Medical Group (DaVita)**  
1633 Medical Center Point  
Colorado Springs, CO 80907  
719-632-5109

**Optum Medical Group (DaVita)**  
600 S. 21st St.  
Colorado Springs, CO 80904  
719-522-1133

### Monument

**Optum Medical Group (DaVita)**  
15909 Jackson Creek Parkway  
Monument, CO 80132  
719-522-1133

## Behavioral Health

### Central

To schedule an appointment, call our Behavioral Health Access Center at **303-471-7700** (TTY **711**), Monday through Friday, 8:30 a.m. to 5 p.m.

#### Boulder

**Baseline Behavioral Health**  
580 Mohawk Drive  
Boulder, CO 80303

#### Denver

**Highline Behavioral Health**  
10350 E. Dakota Ave.  
Denver, CO 80247  
*Entrance located on east side of building*

**Skyline Medical Offices**  
1375 E. 20th Ave.  
Denver, CO 80205

#### Highlands Ranch

**Ridgeline Behavioral Health Center**  
9139 S. Ridgeline Blvd.  
Highlands Ranch, CO 80129

#### Westminster

**Hidden Lake Behavioral Health**  
7701 Sheridan Blvd.  
Westminster, CO 80003

### Northern

Call the Kaiser Permanente Behavioral Health Access Center at **1-866-359-8299** (TTY **711**), Monday through Friday, 8:30 a.m. to 5 p.m., for assistance.

### Southern

Call **Beacon Health Options** at **1-866-702-9026** (TTY **1-866-835-2755**), anytime, day or night, for behavioral health and chemical dependency services.

## In-Patient Hospital Care

If you require a scheduled hospitalization, your doctor will most likely refer you to one of the following in-plan hospitals. For questions about your hospital admission copayment, deductible, or coinsurance, please review your Summary Plan Description. See pages 14–15 for hospital addresses.

### Central

#### Aurora

Children's Hospital Colorado  
Anschutz Medical Campus  
HealthONE The Medical Center of Aurora

#### Broomfield

Children's Hospital Colorado  
North Campus

#### Denver

Rocky Mountain Hospital for Children

SCL Health Saint Joseph Hospital – Denver

#### Englewood

HealthONE Swedish Medical Center

#### Lafayette

SCL Health Good Samaritan Medical Center

#### Lone Tree

HealthONE Sky Ridge Medical Center

#### Wheat Ridge

SCL Health Lutheran Medical Center

### Northern

#### Estes Park

Estes Park Medical Center

#### Fort Collins

Banner Fort Collins Medical Center

#### Greeley

Banner North Colorado Medical Center

#### Loveland

Banner McKee Medical Center

### Southern

#### Cañon City

St. Thomas More Hospital

#### Colorado Springs

Children's Hospital Colorado, Colorado Springs

Penrose Hospital<sup>11</sup>

St. Francis Medical Center<sup>11</sup>

UCHealth Grandview Hospital

UCHealth Memorial Hospital Central

UCHealth Memorial Hospital North

#### Pueblo

Parkview Medical Center

#### Woodland Park

UCHealth Pikes Peak Regional Hospital



For the latest information on all of our facilities, including hours and department listings, visit [kp.org/locations](https://kp.org/locations).

# Care is just a click away

Online tools designed to make your life easier

## After choosing Kaiser Permanente

Visit [kp.org/newmember](https://kp.org/newmember) to get started. It's easy to register at [kp.org](https://kp.org), choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call.

## Already registered?

Manage your care online anytime at [kp.org](https://kp.org). If you haven't already, go to [kp.org/registernow](https://kp.org/registernow) so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.



## NONDISCRIMINATION NOTICE

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC 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: **1-866-213-3062** (TTY: **711**)

If you believe that KPIC 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: KPIC Civil Rights Coordinator, 3701 Boardman-Canfield Rd, Canfield OH 44406, telephone number 1-866-213-3062.

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>.

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-866-213-3062** (TTY: **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-866-213-3062** (TTY: **711**)።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-866-213-3062** (TTY: **711**)።

**Հայերեն (Armenian):** Ուժեղացրե՛ք Ձեր լեզուն. եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք **1-866-213-3062** (TTY **711**):

**Bàsóò Wùdù (Bassa) Dè dɛ nìà kɛ dyédé gbo:** ɔ jũ ké m̀ Bàsóò-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò béín m̀ gbo kpáa. **Đá 1-866-213-3062 (TTY: 711)**

**বাংলা (Bengali) লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-866-213-3062 (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 **1-866-213-3062 (TTY: 711)**。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید, تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. **با 1-866-213-3062 (TTY: 711) تماس بگیرید.**

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-866-213-3062 (TTY: 711)**.

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-866-213-3062 (TTY: 711)**.

**ગુજરાતી (Gujarati) સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-866-213-3062 (TTY: 711)**.

**Kreyòl Ayisyen (Haitian Creole) ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-866-213-3062 (TTY: 711)**.

**हिन्दी (Hindi) ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-866-213-3062 (TTY: 711)** पर कॉल करें।

**Hmoob (Hmong) CEEB TOOM:** Yog tias koj hais lus Hmoob, muaj cov kev pab txhais lus, uas pab dawb rau koj. Hu rau **1-866-213-3062 (TTY: 711)**.

**Igbo (Igbo) NRUBAMA:** Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, diiri gi. **Kpọọ 1-866-213-3062 (TTY: 711)**.

**Italiano (Italian) ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-866-213-3062 (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。 **1-866-213-3062 (TTY: 711)** まで、お電話にてご連絡ください。

**ខ្មែរ (Khmer) ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតលុយគឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-866-213-3062 (TTY: 711)**។

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-866-213-3062 (TTY: 711)** 번으로 전화해 주십시오.

**ລາວ (Laotian) ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-213-3062 (TTY: 711).

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, koji' hódíłnih **1-866-213-3062** (TTY: **711**).

**नेपाली (Nepali) ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । **1-866-213-3062** (TTY: **711**) फोन गर्नुहोस् ।

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-866-213-3062** (TTY: **711**).

**Português (Portuguese) ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-866-213-3062** (TTY: **711**).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-866-213-3062** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian) ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-866-213-3062** (TTY: **711**).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-213-3062** (TTY: **711**).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-213-3062** (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 **1-866-213-3062** (TTY: **711**).

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-866-213-3062** (TTY: **711**).

**Українська (Ukrainian) УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-866-213-3062** (TTY: **711**).

**اردو (Urdu) خبردار:** اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-866-213-3062** (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 **1-866-213-3062** (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 **1-866-213-3062** (TTY: **711**).

## References

1. Hospital Reputation, a Peer Review, Reaction Data, 2020.
2. Chat with a clinician or mental health specialist, video, and phone services are offered at no additional cost for most health plans. These services are subject to a copayment, coinsurance, or deductible before being provided at no additional cost for some high deductible health plans. Review your Summary Plan Description for your plan details.
3. Must have a valid prescription on file with a Kaiser Permanente medical office or through the Mail Order Pharmacy. Some prescriptions are not eligible to be mailed, and we are not able to mail to the following states at this time: Arkansas, Kansas, Louisiana, North Carolina, Nebraska, Oklahoma, South Carolina, and South Dakota.
4. These programs are not insurance. You should check any insurance benefits you have before using a discount program. These programs may be discontinued at any time.
5. The Ginger coaching services are not covered under your health plan, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Summary Plan Description or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old.
6. myStrength is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.
7. If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate or help you schedule an appointment, if appropriate. Call **1-866-311-4464 (TTY 711)**.
8. If you think you are experiencing an emergency medical condition, call 911 or, if time and safety permit, go to the nearest emergency room. Your care will be covered. For a complete definition of an emergency medical condition, please refer to your Summary Plan Description.
9. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July 4, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 11 a.m., and it reopens the day after a holiday at 5 a.m.
10. 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.
11. Medicare not accepted at these locations.

# The right choice for a healthier you

Getting good health care is essential to your overall well-being. When you choose Kaiser Permanente, you'll get the high-quality care you need so you can continue doing the things you enjoy.

Once your coverage is active, please call the the numbers below for assistance:

## Customer Service Center

**1-877-883-6698** (TTY 711)

## Pharmacy Benefits

OptumRx

**1-866-427-7701**

## Appointments, Urgent Care and Medical Advice

**1-866-311-4464** (TTY 711)

To find providers and locations to receive care, visit [kp.org/locations](https://kp.org/locations).



Learn more details about your plan at [kp.org/dps/co](https://kp.org/dps/co).

## Stay connected to good health



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[youtube.com/kaiserpermanenteorg](https://youtube.com/kaiserpermanenteorg)



@kpthrive, @aboutkp, @kptotalhealth

Your health benefits are self-insured by your employer, union, or Plan sponsor. Kaiser Permanente Insurance Company (One Kaiser Plaza, Oakland, CA 94612) provides certain administrative services for the Plan and is not an insurer of the Plan or financially liable for health care benefits under the Plan.