

Member Resource Guide

Denver/Boulder 2011



Your personal reference guide to Kaiser Permanente's services, how to choose a doctor, medical office locations, important phone numbers, and additional contact information in the Denver/Boulder service area.

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KEEPING YOU HEALTHY, AND LIFE EASY.

At Kaiser Permanente, we're committed to providing the best care for you and your family. We're also committed to your total health—in mind, body, and spirit.

This Member Resource Guide, designed with you in mind, covers most of the information you'll need to get care. Including, helpful details on choosing a doctor, seeking routine and specialty care, registering with **kp.org**, filing claims, and using our pharmacies. In addition, you will find important phone numbers, your rights and responsibilities as a Kaiser Permanente member, and our privacy policies.

To get the most up-to-date information about Kaiser Permanente providers, visit **kp.org** or call **Member Services** at **303-338-3800** (TTY for the deaf, hard of hearing, or speech impaired: **303-338-3820**), weekdays, 8 a.m. to 5 p.m. For more detailed information about your health care coverage, please review your *Evidence of Coverage* (EOC).

Thank you for choosing Kaiser Permanente as your partner in health. We look forward to having you as a member and helping you to live healthier and get more out of life.

Getting started

Your Kaiser Permanente member identification card identifies you as a member and contains your health record number, which allows us to schedule appointments for you, access your medical records, and much more. Please carry your member ID card with you at all times.

Stay in touch 24/7 with My Health Manager

As a Kaiser Permanente member, you can actively manage your health and learn new ways to get and stay healthy, any time day or night. That's because you'll have the confidence of secure access and all the benefits of My Health Manager 24 hours a day. Once you register, you can:

- E-mail your doctor's office.
- Request, view, or cancel future routine appointments.
- Order prescription refills—by mail order with free shipping.
- View most lab test results.
- Review recent office visits, including recommended follow-up steps.
- See a list of your allergies and recent immunizations.

To use these secure features for the first time, all you need to do is register at **kp.org/register**. Then sign on with your user ID and password.

We're constantly upgrading and improving access and services on **kp.org**. If any of the instructions for online access in your Member Resource Guide do not seem to work, please call the **kp.org** helpdesk toll free at **1-800-556-7677** (TTY: **1-800-521-4874**), weekdays, 7 a.m. to 8 p.m., or weekends 8 a.m. to 4 p.m. Or, call **Member Services** weekdays, 8 a.m. to 5 p.m., at **303-338-3800** (TTY: **303-338-3820**).

Choosing a doctor

Having a primary care physician you know and trust can help you get the most out of your health care. If you haven't already, you can choose today from more than 840 Kaiser Permanente primary care physicians and specialists practicing in 19 medical offices throughout the Denver/Boulder metro area.

Understand your choices

- Doctors in **Family Medicine** provide continuing care for individuals and families—from newborns to the elderly— including sports medicine.
- Doctors in **Internal Medicine** specialize in adult medicine, with a focus on preventing and treating complex adult conditions and caring for the elderly.
- Doctors in **Pediatrics** care for children from birth to 18 years old.

You have three simple ways to choose your Kaiser Permanente primary care doctor.

- **Online.** Sign on to **kp.org** with your user ID and password, select the “**Locate our services**” tab, click on the “**Select a Physician**” link from the drop-down menu, and follow the prompts to select a physician.
- **By phone.** Call the **Personal Physician Selection Service** at **303-338-4477** (TTY: **303-338-4448**), weekdays, 8 a.m. to 5 p.m., and a service specialist will help you make your choice.
- **In person.** Please see the medical office front desk staff who can assist you in making your decision.

NOTE: Female members may elect to see an obstetrician/gynecologist for their routine physical exams, while seeing their designated primary care physician if non-female-specific problems arise. You can change your Kaiser Permanente primary care physician at any time. We’ll be happy to help you find just the right one. Simply call the Personal Physician Selection Service team (phone number listed above), and a service specialist will be happy to help you select a new physician.

Seeing a specialist

In most cases, you can consult with any of our specialists without a referral. And if you do need a referral, your primary care physician can easily assist you. Also, if you’re currently under a specialist’s care, you can make appointments directly with the specialist’s office. Visit **kp.org** for a list of all of our specialists or consult this directory for department listings and telephone numbers at the various medical offices, beginning on page 15.

Making appointments / medical advice

You can request routine office visits with your primary physician by calling our Appointments and Advice Line at **303-338-4545** (TTY: **303-338-4428**), or from outside the metro area toll free at **1-800-218-1059** (TTY: **1-800-521-4874**), weekdays, 7 a.m. to 6 p.m.

You can make same-day appointments for primary care when medically needed by calling the same line. Appointments are available weekdays from 8 a.m. to 5:45 p.m. You also may make appointments directly with most specialists by calling their specialty department directly listed in this guide (see specialty departments and phone numbers listed by location starting on page 15). You can also request a routine (non-specialty) appointment on **kp.org**.

After signing on with your user ID and password, select the “**My health manager**” tab, click on the “**Appointment center**” on the drop-down menu, then click on the “**Request appointments**” link and follow the prompts to request an appointment. If you need medical advice about a non-emergency illness or injury, call the Appointments and Advice Line any time, day or night.

HELPFUL HINT

Have your member ID card handy whenever you call or visit us, and always be sure to bring a form of photo identification as well.

For your convenience, we've provided space on the back cover of this guide for you to note the names and health record numbers of you and your family members for easy reference when you call. Be sure to keep this information in a safe place to safeguard the security of your health record numbers.

Southern Colorado Medical Office Access

Now all Denver/Boulder HMO, EPO, and POS members can access care at the Southern Colorado Kaiser Permanente medical offices in addition to using any of the medical offices in the Denver/Boulder area. PPO members should continue to use the PHCS network of providers.

The Briargate Senior Health Center, located at 4105 Briargate Pkwy, Suite 125, Colorado Springs, CO 80920, has a full service pharmacy and offers Audiology and hearing services, Lab, X-ray, Optometry, and a Vision Essentials Optical Store. Primary care at the Briargate Senior Health Center is available only to Senior Advantage members.

The Pueblo North Medical Offices, located at 3670 Parker Blvd, Suite 200, Pueblo, CO 81008, offers primary care, pharmacy, lab, and X-ray.

To schedule appointments at a Southern Colorado Kaiser Permanente medical office, please call the appointment line at **303-338-4545** (TTY: **303-338-4428**), weekdays, 7 a.m. to 6 p.m. If you have questions about where you can receive care, or if your circumstances require additional care outside of your designated service area, please call **Member Services** at **303-338-3800** (TTY: **303-338-3820**), weekdays, 8 a.m. to 5 p.m., for additional information.

Scheduled hospitalization

Inpatient hospitalization at Exempla Good Samaritan Medical Center, Exempla Saint Joseph Hospital, or The Children's Hospital is covered when prescribed by a Kaiser Permanente physician.

After-hours care

We make every effort to get you a same-day appointment with your personal physician when you need care. We also offer after-hours care—no appointment needed—at designated locations. The charge is typically higher than a regular office visit, but less than a visit to an emergency room (see after-hours locations on page 12).

Medical advice

Our 24/7 advice line features registered nurses and doctors who are specially trained to evaluate medical problems and provide advice over the phone when medically appropriate. If you need advice about non-emergency care after our medical offices are closed or if you have any questions about where to receive care, please call the Advice Line at **303-338-4545** (TTY: **303-338-4428**). If you're outside the metro area call toll free **1-800-218-1059** (TTY: **1-800-521-4874**). In order to maximize your benefits, our staff can often resolve a concern or advise you on what to do next, including making a same-day or next-day appointment.

Emergency care

If you believe you have a medical emergency, please call **911** or proceed immediately to the nearest emergency room. A medical emergency is an event that you reasonably believe threatens your life or limb in such a manner that immediate medical attention is needed to prevent death or serious impairment of health. A medical emergency includes severe pain or injury, a serious illness, or a medical condition that is quickly getting worse.

If time and safety permit, we recommend you go to the emergency department at one of the following hospitals (see emergency department locations on page 12):

- **Exempla Good Samaritan Medical Center**
- **Exempla Saint Joseph Hospital**
- **The Children’s Hospital**
- **The Children’s Hospital at Saint Joseph ER**
- **HealthONE Sky Ridge Medical Center**
- **HealthONE Swedish Medical Center**
- **HealthONE Centennial Medical Plaza**
- **HealthONE Swedish Southwest ER**

If admitted to one of our contracted emergency care hospitals or to any other out-of-plan hospital following an emergency room visit, please let us know as soon as possible (preferably within 24 hours), or have someone contact us on your behalf. That way we can assist in coordinating your care and reducing your risk of incurring non-covered inpatient charges. Please call **Member Services** at **303-338-3800** (TTY: **303-338-3820**), from outside the service area toll free at **1-800-632-9700** (TTY: **1-800-521-4874**), weekdays, 8 a.m. to 5 p.m.



Pharmacy services

Clinical pharmacists and specialists provide pharmacy services through all medical offices and the Clinical Pharmacy Call Center, which you can reach by calling **303-338-4503** (TTY: **303-338-4428**). Or, call toll free from outside the metro area at **1-866-244-4119** (TTY: **1-800-659-2656**). Clinical pharmacy staff work with your doctor as an integral part of your health care team to assist in transitioning your prescriptions into Kaiser Permanente, answering questions, and helping you use medications appropriately to maintain good health.

You have several convenient options for refilling your prescriptions:

- You can get your prescription refills by mail-order with free shipping through **kp.org**. To do so, sign on with your user ID and password and follow these links:
 - Select the **“My health manager”** tab.
 - Click the **“Pharmacy center”** from the drop-down menu.
 - Click on the **“Refill prescriptions”** link and follow the prompts to refill your prescriptions.
- Or, you can call our automated mail-order refill service 24 hours a day to get your mail-order refills with free shipping. Call toll free **1-866-938-0077** to place your refill order. Please call in your refill(s) ten days to 2 weeks before you run out of your current prescription.
- For general questions and information about our mail-order service, call **1-866-523-6059**, weekdays, 8 a.m. to 4:30 p.m. For TTY service, contact Relay Colorado at **1-800-659-2656** or dial **711**.
- You can also fill your prescriptions in person at any Kaiser Permanente medical office pharmacy.

- Each medical office pharmacy has a 24-hour refill phone number and offers mail-in refill services. Pharmacy phone numbers are listed with each medical office in this guide, and are also printed on prescription containers.

Our Web site is also the place to get answers to routine health and pharmacy questions within 24 hours, weekdays. To ask a question, sign on with your user ID and password and follow these links:

- Select the **"My health manager"** tab.
- Click on the **"My doctor"** link on the drop-down menu, then click on the **"E-mail my doctor"** link to send a message.
- Or, click on the **"Pharmacy center"** link on the drop-down menu, then click on the **"Contact a pharmacist"** link to send a message.

HELPFUL HINT

For even more convenience, you also may order refills online to be mailed to you postage-free or to be picked up at a medical office pharmacy. Sign on to kp.org with your user ID and password and follow these links:

- Select the **"My health manager"** tab.
- Click the **"Pharmacy center"** from the drop-down menu.
- Click on the **"Refill prescriptions"** link and follow the prompts to refill your prescriptions.

Over-the-counter drugs

We encourage you to consult with a pharmacist about any prescription or over-the-counter drugs you are routinely taking. They can also answer any medication questions you have. You can contact the **Clinical Pharmacy Call Center** at **303-338-4503** (TTY: **303-338-4428**), weekdays, 8 a.m. to 6 p.m. Or, use the online links previously described to e-mail a pharmacist a question.

International Travel Clinic

Our International Travel Clinic provides travel consultations to members traveling abroad. Our clinical pharmacists assess the health risks of the destination, determine if any vaccines or other preventive measures are needed, and recommend immunizations and prescriptions. Please contact the International Travel Clinic two months prior to your trip. To make an appointment for a telephone consultation, call **303-283-2650** (TTY: **1-800-659-2656**), or from outside of the metro area call toll free **1-800-888-8540**, weekdays, 8:30 a.m. to 5 p.m.

Making a behavioral health appointment

To see a mental health provider, call the Behavioral Health Centers listed in this directory (see page 12). You don't need a referral.

- For help with chemical dependency, call **303-367-2800** (TTY: **303-367-2949**).
- For help with eating disorders, call **303-650-3858** (TTY: **303-367-2949**).

Getting your eyeglass prescription filled

Many of our medical offices have an Optical Dispensing Department that can fill your prescription for eyeglasses and contact lenses at competitive prices. Phone numbers are listed in this directory. If you have questions about optical benefits, please call Member Services (see phone numbers on back cover).

How to make sure your prescribed medication is covered

Before you get a prescription, you and your doctor can check online at kp.org/formulary to see if a medication is on our formulary. The formulary is our list of preferred brand-name and generic medications that Kaiser Permanente physicians and pharmacists have determined to be the safest, most appropriate, and most cost-

effective drug treatments. If the medication is not on the formulary, you or your doctor can find an equivalent by calling our **Clinical Pharmacy Call Center** at **303-338-4503** (TTY: **303-338-4428**), weekdays, 8 a.m. to 6 p.m. Your doctor can call the Clinical Pharmacy Call Center and speak directly to a Kaiser Permanente pharmacist anytime. Together they can select the right medication for you.

Health education and counseling

We offer classes and counseling on dozens of topics at no charge or for a small fee. See the schedule printed regularly in *Partners In Health* (formerly *Elevate*), your Kaiser Permanente member magazine. Or access the schedule online by signing on to **kp.org** with your user ID and password and following these links:

- Select the “**Health and wellness**” tab.
- Click on the “**Member programs and classes**”
- Click on the “**Healthy living classes**” link and follow the prompts to browse classes alphabetically by location or topic.

You also can view an extensive online health encyclopedia at **kp.org/health** to research health conditions and information on prevention, treatment options, and much more.

HealthMedia® Succeed™ total health assessment

Completing the HealthMedia Succeed total health assessment online at **kp.org** will be a major step toward taking charge of your health. The assessment usually takes about 20 minutes to complete. After providing confidential answers to questions on such topics as stress, physical activity, as well as alcohol and tobacco use, you’ll get a personalized action plan based on your health conditions, risk factors, and lifestyle.

To take the HealthMedia Succeed total health assessment:

- Sign on to **kp.org** with your user ID and password.
- Click on the “**Health and wellness**” tab and choose “**Member programs and classes**” from the drop-down menu.
- Follow the “**Take a total health assessment**” link.
- Complete the assessment—but don’t forget:
 - When asked if you’d like to share your name with your employer, we encourage you to say “yes” in order to qualify for any incentives that your employer may offer for completing the survey. No personal information or results will be shared with your employer, only your name and the fact that you completed the survey.
 - When asked if you’d like to share your confidential results electronically with your doctor, we encourage you to say “yes”. That way, your results will become a part of your confidential medical record and you’ll be able to work with your personal health care team to address any specific concerns raised by the results.

Once you have your personalized action plan, you can review your health goals and discuss them with your doctor. You can also make plans to improve your health by signing up for any of HealthMedia’s other online Healthy Lifestyles programs. To learn more about these programs, which can help you control diabetes, lose weight, quit smoking, and more, visit **kp.org/healthylifestyles**.

In-home care before or after childbirth

If you're referred for in-home care by a pediatrician, obstetrician, or family practitioner, call our Perinatal Home Care Department at **303-636-2929** (TTY: **1-800-659-2656**), weekdays, 8 a.m. to 5 p.m., for more information. For benefit details, refer to your EOC.

Submitting claims

Submitting claims for processing and financial reimbursement is an infrequent necessity for some Kaiser Permanente members. We even cover certain health care services that you may get from non-Kaiser Permanente providers.

When you obtain emergency or urgent care outside the Denver/Boulder service area under the terms of your plan, you may ask the providers to bill the Claims Department. If the provider mails you a bill, we ask that you send it to our Claims Department for payment. In either case, we pay our share and let you know how much, if anything, you owe.

If the provider requires payment at the time of service, we suggest you pay in order to obtain the required services. If you pay the provider directly, we'll reimburse you for our share of the costs. For more details, please refer to your *Evidence of Coverage* (EOC).

To obtain reimbursement, please send your request for payment, along with all bills and receipts to:

Kaiser Permanente Claims Department
PO Box 373150
Denver, CO 80237

Be sure your Kaiser Permanente health record number is included on any written correspondence to the Claims Department. In complex cases involving questions about travel abroad, third-party

liability, or car or motorcycle accidents (for example), we suggest you contact the **Claims Department** at **303-338-3600** (TTY: **303-338-3354**), weekdays, 8 a.m. to 5 p.m., to discuss the circumstances and to obtain the forms you'll need for appropriate reimbursement.

HELPFUL HINT

If you obtain emergency medical care, it's always wise to retain all bills, receipts, and medical records of services received from anyone involved in your emergency health care, including attending providers, ambulance staff, and paramedics. Save the police report if an automobile or motorcycle accident caused the need for emergency services.

Visiting member program

You can receive a variety of covered health services when visiting any other Kaiser Permanente or Group Health Cooperative service area. Your specific benefits may vary depending on whether your membership is through the Federal Employees Health Benefit Program, Medicare, a non-government plan, or a deductible plan with a health savings account option.

Outside of Colorado, Kaiser Permanente offers medical care in nine states and the District of Columbia. If you anticipate traveling to California, the District of Columbia, Georgia, Hawaii, Idaho, Maryland, Ohio, Oregon, Virginia, or Washington, please ask Member Services for a brochure that details your visiting member coverage.

Access to services for foreign language speakers

- Member Services and Appointments scheduling staff will provide a telephone interpreter to assist members who speak limited or no English.
- Some physicians at various medical offices have some level of second language proficiency; visit our Website, kp.org, which lists their individual language proficiencies.
- Physicians have telephone access to interpreters in more than 150 languages and also can request an interpreter be onsite for an appointment, procedure, or service.
- We do not charge for language assistance arranged by Kaiser Permanente.

Access to services for the deaf, hard of hearing, or speech impaired

TTY numbers are listed on the back page for every major service. TTY numbers serve those with the special phone equipment needed to connect to TTY numbers. Callers to a TTY number without the appropriate equipment are unable to connect through a TTY number.

When a TTY number isn't specifically listed for a Kaiser Permanente service, provider, or location in this guide, please use your TTY equipment to contact Relay Colorado toll free at **1-800-659-2656** or dial **711** and provide them with the number you want to reach.

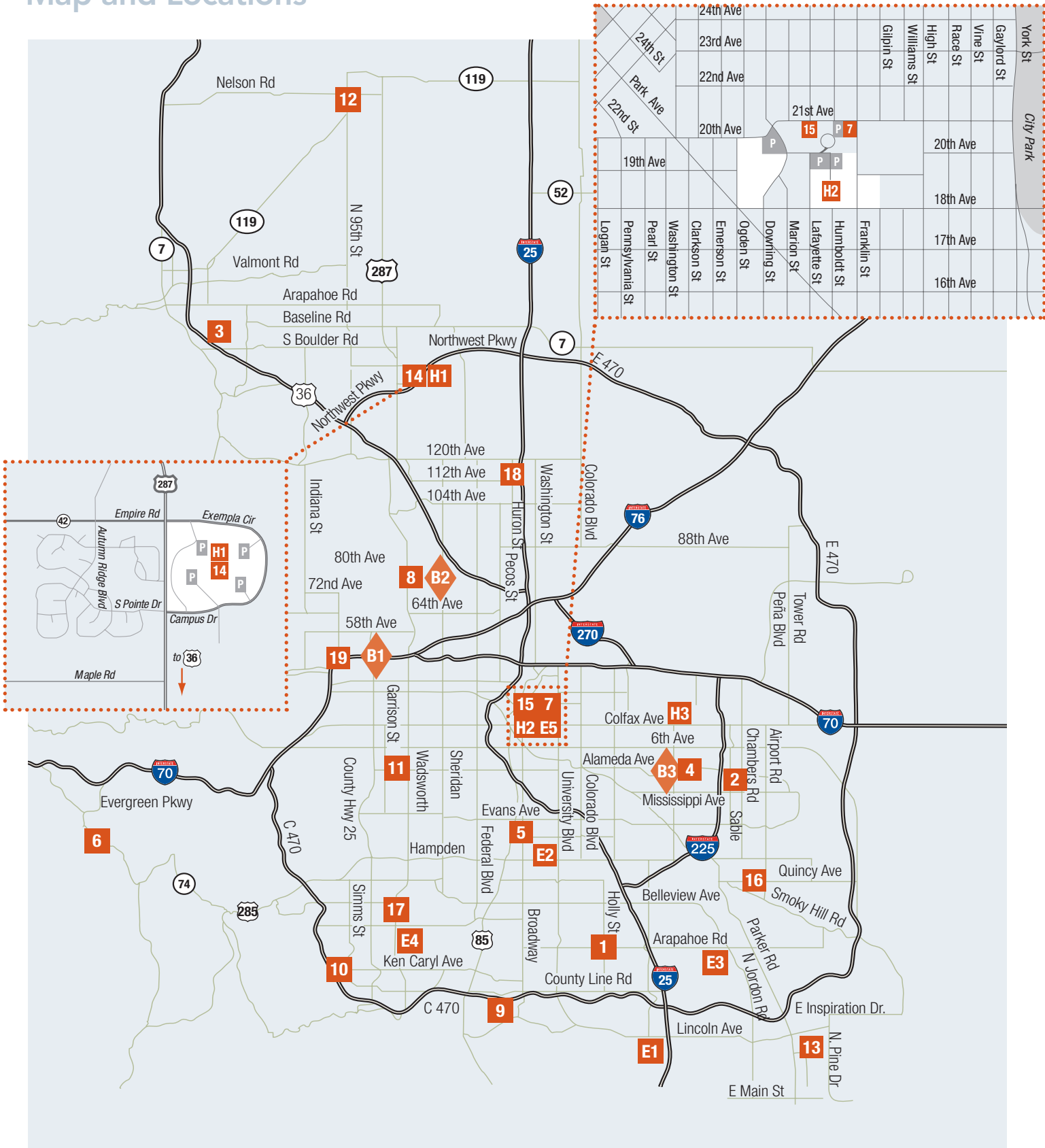
Kaiser Permanente also provides and pays for interpretation services according to the Americans with Disabilities Act and the Civil Rights Act of 1964. We will arrange for interpretation at the time you schedule an appointment.

Senior Resource Line

This telephone referral source is specifically designed to help you or your support person get connected with Kaiser Permanente and other community resources, including: community services, transportation, financial aid, support groups, classes on aging and health topics, legal counseling, and more. Call **303-636-3030** (TTY: **1-866-279-0736**), 9 a.m. to 1 p.m., weekdays.



Map and Locations



Locations

- 1 Arapahoe Medical Offices**
5555 E. Arapahoe Rd., Centennial, CO 80122
- 2 Aurora Centrepont Medical Offices**
14701 E. Exposition Ave., Aurora, CO 80012
- 3 Baseline Medical Offices**
580 Mohawk Dr., Boulder, CO 80303
- 4 East Denver Medical Offices**
10400 E. Alameda Ave., Denver, CO 80247
- 5 Englewood Medical Offices**
2955 S. Broadway, Englewood, CO 80113
- 6 Evergreen Medical Offices**
2942 Evergreen Parkway, Evergreen, CO 80439
- 7 Franklin Medical Offices**
2045 Franklin St., Denver, CO 80205
- 8 Hidden Lake Medical Offices**
7701 Sheridan Blvd., Arvada, CO 80003
- 9 Highlands Ranch Medical Offices**
9285 Hepburn St., Highlands Ranch, CO 80129
- 10 Ken Caryl Medical Offices**
7600 Shaffer Pkwy., Littleton, CO 80127
- 11 Lakewood Medical Offices**
8383 W. Alameda Ave., Lakewood, CO 80226
- 12 Longmont Medical Offices**
2345 Bent Way, Longmont, CO 80503
- 13 Parker Medical Offices**
10168 Parkglenn, Parker, CO 80138
- 14 Rock Creek Medical Offices**
280 Exempla Circle, Lafayette, CO 80026
- 15 Skyline Medical Offices**
1375 E. 20th Ave., Denver, CO 80205

- 16 Smoky Hill Medical Offices**
16290 E. Quincy Ave., Aurora, CO 80015
- 17 Southwest Medical Offices**
5257 S. Wadsworth Blvd., Littleton, CO 80123
- 18 Westminster Medical Offices**
11245 Huron St., Westminster, CO 80234
- 19 Wheat Ridge Medical Offices**
4803 Ward Rd., Wheat Ridge, CO 80033

After-hours options

Hours and locations for after-hours care are subject to change. If you need after-hours care, please call the Appointments and Advice Line to confirm current hours and locations. After-hours copy applies. Walk-in only.

- 1 Arapahoe Medical Offices**
6 p.m. to 10 p.m., Monday–Friday
8 a.m. to 9 p.m., Saturday
9 a.m. to 9 p.m., Sunday
- 4 East Denver Medical Offices**
8 a.m. to 4 p.m., Saturday
9 a.m. to 4 p.m., Sunday
- 11 Lakewood Medical Offices**
8 a.m. to 4 p.m., Saturday
9 a.m. to 4 p.m., Sunday
- 18 Westminster Medical Offices**
8 a.m. to 4 p.m., Saturday
9 a.m. to 4 p.m., Sunday

Behavior health centers

You can call any of our Behavioral Health Centers directly for an appointment, without a referral. We provide support for mental health issues, chemical dependency, and eating disorders. Please check your EOC for your level of coverage. Copayments/coinsurance varies according to your specific plan's coverage.

- B1 Executive Center Behavioral Health**
70 Executive Center II
4851 Independence St., Suite 270
Wheat Ridge, CO 80033
- B2 Hidden Lake Behavioral Health Center**
7701 Sheridan Blvd.
Westminster, CO 80003
- B3 Highline Behavioral Health Center ***
10350 E. Dakota Ave.
Denver, CO 80231

*Entrance located on East side of building.
See page 21 for more information related to each behavioral health center.

Plan hospitals

Kaiser Permanente's full-service contracted hospitals provide complete, coordinated Emergency Department and inpatient health care services. Physicians, specialists, and other clinicians at these hospitals have 24/7 access to your medical records.

- H1 Exempla Good Samaritan Medical Center**
200 Exempla Circle, Lafayette, CO 80026
- H2 Exempla Saint Joseph Hospital**
1835 Franklin St., Denver, CO 80218
- H3 The Children's Hospital**
13123 E. 16th Ave., Aurora, CO 80045

Emergency care hospitals

In addition to emergency services at our plan hospitals, Kaiser Permanente also contracts for emergency services with the hospitals listed below. Call Member Services at **303-338-3800** (TTY: **303-338-3800**) or outside the denver metro area, call toll free **1-800-632-9700** (TTY: **1-800-521-4874**).

- E1 HealthONE Sky Ridge Medical Center**
10101 Ridgeway Pkwy., Lone Tree, CO 80124
- E2 HealthONE Swedish Medical Center**
501 E. Hampden Ave., Englewood, CO 80110
- E3 HealthONE Centennial Medical Plaza**
14200 E. Arapahoe Rd., Centennial, CO 80112
- E4 HealthONE Swedish Southwest ER**
6196 S. Ammons Way, Littleton, CO 80123
- E5 The Children's Hospital at St. Joseph ER**
1830 Franklin St., Denver, CO 80218

Continuing Care

2550 S. Parker Rd.
Aurora, CO 80014

For more information call **303-636-3300** (TTY:
1-800-659-2656), weekdays, 8 a.m. to 4:30 p.m.

Skilled Nursing Facilities

The physicians and nurses in our Continuing Care Department assist patients, family members, and their physicians with adult home health care, hospice care, durable medical equipment, oxygen, skilled nursing facilities, assisted living facilities, long-term care facilities and the various transitions that may be needed.

In addition to the skilled nursing facilities listed here, Continuing Care works with patients in 39 assisted living and 59 long-term care facilities.

Cherrellyn Manor Health Care Center

5555 S. Elati St.
Littleton, CO 80120

Garden Terrace of Aurora

1600 S. Potomac St.
Aurora, CO 80014

Life Care Center of Aurora

14101 E. Evans Ave.
Aurora, CO 80014

Life Care Center of Longmont

2451 Pratt St.
Longmont, CO 80501

Life Care Center of Westminster

7751 Zenobia Ct.
Westminster, CO 80030

Manor Care of Boulder

2800 Palo Pkwy.
Boulder, CO 80301

Manor Care of Denver

290 S. Monaco Pkwy.
Denver, CO 80224

Villa Manor Care

7950 W. Mississippi Ave.
Lakewood, CO 80226

Western Hills Health Center

1625 Carr St.
Lakewood, CO 80215

Home health agencies

Interim Healthcare, south

333 W. Hampden Ave., Ste. 705
Englewood, CO 80110

Interim Healthcare, north

325 W. S. Boulder Rd., Unit 4
Louisville, CO 80027

Visiting Nurse Association

390 Grant Street
Denver, CO 80203

Medical Office and Specialty Department Directory

Arapahoe Medical Offices

5555 E. Arapahoe Rd.
Centennial, CO 80122

Specialty departments and other services

Dermatology	303-338-3376
Dietary Counseling	303-338-4545
Optical Dispensing	303-850-2015
Optometry	303-338-4545
Pharmacy	303-850-2031
Prescription refills toll free	1-866-694-0008
Mail-order 24 hrs/day toll free	1-866-938-0077
Physical Therapy	303-850-5855
Radiology	303-338-3456
Weight Management	303-614-1070
TTY for the deaf, hard of hearing, or speech impaired	303-850-2085

Aurora Centrepont Medical Offices

14701 E. Exposition Ave.
Aurora, CO 80012

Specialty departments and other services

Contact Lens	303-614-7395
Dietary Counseling	303-338-4545
Eye care	303-614-7390
Occupational Medicine	303-283-2588
Optometry	303-338-4545
Pharmacy	303-614-7300
Prescription refills toll free	1-866-922-0032
Mail-order 24 hrs/day toll free	1-866-938-0077
Physical Therapy	303-614-7878
Radiology	303-338-3456
TTY	303-614-7989

Baseline Medical Offices

580 Mohawk Dr.
Boulder, CO 80303

Specialty departments and other services

Dietary Counseling	303-338-4545
Ophthalmology	303-554-5060
Optical Dispensing	303-554-5080
Optometry	303-338-4545
Pharmacy	303-554-5020
Prescription refills toll free	1-866-683-0034
Mail-order 24 hrs/day toll free	1-866-938-0077
Physical Therapy	303-554-5030
Radiology	303-338-3456
Weight Management	303-614-1070
TTY toll free	1-800-521-4874

East Denver Medical Offices

10400 E. Alameda Ave.
Denver, CO 80247

Specialty departments and other services

Allergy	303-360-1278
Dermatology	303-338-3376
Dietary Counseling	303-338-4545
Ophthalmology	303-360-1520
Optical Dispensing	303-360-1270
Optometry	303-338-4545
Pharmacy	303-360-1280
Prescription refills toll free	1-877-496-0006
Mail-order 24 hrs/day toll free	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-338-4428

Englewood Medical Offices

2955 S. Broadway
Englewood, CO 80113

Specialty departments and other services

Dietary Counseling	303-338-4545
Infusion Center	303-788-1118
Nephrology	303-788-1288
Pharmacy	303-360-1280
Prescription refills toll free	1-866-695-0014
Mail-order 24 hrs/day toll free	1-866-938-0077
Radiology	303-338-3456
Speech	303-788-1115
Weight Management	303-614-1070
TTY	303-338-4428

Evergreen Medical Offices

2942 Evergreen Parkway
Evergreen, CO 80439

Specialty Departments and Other Services

Dietary Counseling	303-338-4545
Pharmacy	720-942-3106
Prescription refills toll free	1-866-578-9851
Mail-order 24 hrs/day toll free	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-338-4428

Franklin Medical Offices

2045 Franklin St.
Denver, CO 80205

Specialty departments and other services

Advanced Wound Care Center	303-764-4447
Ambulatory Surgery	303-764-4444
or	303-764-4442
Audiology	303-861-3404
Cardiovascular Services —	
Cardiac Rehab	303-861-3441
Cardiology	303-861-3402, option 1
Centers for Complementary	
Medicine	303-764-4595
Clinical Anesthesia Pain Service	303-861-3210
Heart Failure	303-764-4794
Holter Tests	303-764-4723
Treadmill	303-861-3402
Central OR Scheduling	303-764-4400
Dermatology	303-338-3376
Dietary Counseling	303-338-4545
Gastroenterology	303-861-3655
General Surgery	303-861-3610
Genetic Counseling	303-764-4761
Head & Neck Surgery	303-861-3404
Hearing Aid Center	303-338-3215
Minor Procedures	303-764-5688
Obstetrics/Gynecology	303-338-4545
Oncology & Hematology	303-861-3302
Oncology Pharmacy	303-861-3300
Ophthalmology	303-861-3595
Optical Dispensing	303-861-3430
Optometry	303-338-4545
Orthopedics	303-861-3408
Pelvic Surgery	303-861-3495
PEEC (Pre-Operative Evaluation)	303-764-4425
Perinatology	303-861-3570



Pharmacy	303-764-4900
Prescription refills toll free	1-866-946-0002
Mail-order 24 hrs/day toll free	1-866-938-0077
Plastic Surgery	303-861-3368
Radiology	303-338-3456
Radiology File Room	303-764-4391
Rheumatology	303-764-4480
Urology	303-861-3406
Vascular Therapy	303-861-3688
Weight Management	303-614-1070
TTY	303-338-4428

Hidden Lake Medical Offices

7701 Sheridan Blvd.
Arvada, CO 80003

Specialty departments and other services

Dietary Counseling	303-338-4545
Pharmacy	303-657-6700
Prescription refills toll free	1-866-507-0026
Mail-order 24 hrs/day toll free	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-338-4428

Highlands Ranch Medical Offices

9285 Hepburn St.
Highlands Ranch, CO 80129

Specialty departments and other services

Allergy	720-348-4100
Dietary Counseling	303-338-4545
Ophthalmology	720-348-4700
Optical Dispensing	720 348 4750
Optometry	303 338 4545
Pharmacy	720-348-4600
Prescription refills toll free	1-866-526-0044
Mail-order 24 hrs/day toll free	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-338-4428

Ken Caryl Medical Offices

7600 Shaffer Pkwy.
Littleton, CO 80127

Specialty Departments and other services

Dietary Counseling	303-338-4545
Pharmacy	720-922-5050
Prescription refills toll free	1-866-922-0045
Mail-order 24 hrs/day toll free	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	720-922-5299

Lakewood Medical Offices

8383 W. Alameda Ave.
Lakewood, CO 80226

Specialty departments and other services

Allergy	303-239-7342
Centers for Complementary Medicine	303-239-7224
Contact Lens	303-239-7282
Dietary Counseling	303-338-4545
Ophthalmology	303-239-7474
Optical Dispensing	303-239-7290
Optometry	303-338-4545
Pharmacy	303-239-7400
Prescription refills toll free	1-866-661-0003
Mail-order 24 hrs/day toll free	1-866-938-0077
Physical Therapy	303-239-7450
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-338-3820

Longmont Medical Offices

2345 Bent Way
Longmont, CO 80503

Specialty department and other services

Dietary Counseling	303-338-4545
Pharmacy	303-678-3300
Prescription refills toll free	1-866-516-0019
Mail-order 24 hrs/day toll free	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-338-4428

Parker Medical Offices

10168 Parkglenn Way
Parker, CO 80138

Specialty department and other services

Pharmacy	720-842-5810
Prescription refills toll free	1-866-866-8450
Mail-order 24 hrs/day toll free	1-866-938-0077
TTY	303-338-4428

Rock Creek Medical Offices

280 Exempla Circle
Lafayette, CO 80026

Specialty departments and other services

Advanced Wound Care Center	303-764-4447
Allergy	720-536-7625
Anesthesia	303-861-3210
Audiology	720-536-6950
Cardiovascular Services —	
Cardiac Rehab	303-861-3464
Cardiology	303-861-3402
Heart Failure	720-536-6502
Holter Tests	720-536-6546
Central OR Scheduling	720-536-6250
Clinical Anesthesia Pain Center	303-861-3210
Contact Lens	720-536-6696

Dermatology	303-338-3376
Dietary Counseling	303-338-4545
Gastroenterology	303-861-3655
General Surgery	720-536-6800
Head & Neck Surgery	720-536-6950
Health Education Resource Center ..	720-536-6425
Hearing Aid Center	303-338-3215
Infectious Disease	303-861-3133
Minor Procedures	720-536-7050
Neurology	720-536-7700
Obstetrics/Gynecology	303-338-4545
Oncology & Hematology	720-536-7200
Oncology Pharmacy	720-536-7222
Ophthalmology	720-536-6650
Optical Dispensing	720-536-6600
Orthopedics	303-861-3408
Pathology	303-404-4029
PEEC (Pre-Operative Evaluation)	720-536-6625
Pharmacy	720-536-7888
Prescription refills toll free	1-866-753-0042
Mail-order 24 hrs/day toll free	1-866-938-0077
Physical Therapy/Occupational	
Therapy	720-536-7300
Plastic Surgery	303-861-3368
Pulmonology	303-861-3640
Radiology	303-338-3456
Rheumatology	720-536-7350
Sleep Apnea	303-861-3640
Urology	303-861-3406
Weight Management	303-614-1070
TTY	303-338-4428

Skyline Medical Offices

1375 E. 20th Ave.
Denver, CO 80205

Specialty departments and other services

Dietary Counseling	303-338-4545
Endocrinology	303-764-4665
Infectious Disease	303-861-3133
Neonatology Appointments	303-338-4545
Neurology	303-861-3380
Neurosurgery	303-861-3303
Occupational Medicine	303-283-2588
Pharmacy	303-764-4669
Prescription refills toll free	1-866-784-0036
Mail-order 24 hrs/day	1-866-938-0077
Physical Therapy/	
Occupational Therapy	303-861-3105
Pulmonology/Sleep Apnea	303-861-3640
Radiology	303-338-3456
Rehabilitation Medicine	303-861-3080
Reproductive Endocrinology	303-861-3532
Sleep Apnea	303-861-3640
Weight Management	303-614-1070
TTY	303-338-4428

Smoky Hill Medical Offices

16290 E. Quincy Ave.
Aurora, CO 80015

Specialty departments and other services

Centers for Complementary	
Medicine	303-699-3670
Dietary Counseling	303-338-4545
Pharmacy	303-699-3820
Prescription refills toll free	1-866-723-0012
Mail-order 24 hrs/day	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-338-4428

Southwest Medical Offices

5257 S. Wadsworth Blvd.
Littleton, CO 80123

Specialty departments and other services

Dietary Counseling	303-338-4545
Pharmacy	303-972-5010
Prescription refills toll free	1-866-661-0009
Mail-order 24 hrs/day	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-972-5093

Westminster Medical Offices

11245 Huron St.
Westminster, CO 80234

Specialty departments and other services

Centers for Complementary	
Medicine	303-457-6260
Dietary Counseling	303-614-1070
Disease Management —	
Asthma	303-457-6156
Diabetes	303-457-6606 or 303-457-6054
Ophthalmology	303-457-6583
Optical Dispensing	303-457-6570
Optometry	303-338-4545
Pharmacy	303-457-6200
Prescription refills toll free	1-866-668-0007
Mail-order 24 hrs/day	1-866-938-0077
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-457-6610

Wheat Ridge Medical Offices

4803 Ward Road
Wheat Ridge, CO 80033

Specialty departments and services

Dietary Counseling	303-338-4545
Hearing Aid Center	303-338-3215
Occupational Medicine	303-283-2588
Ophthalmology	303-421-5077
Optical Dispensing	303-421-5078
Optometry	303-338-4545
Pharmacy	303-421-5050
Prescription refills toll free	1-866-507-0010
Mail-order 24 hrs/day	1-866-938-0077
Physical Therapy	303-421-5044
Radiology	303-338-3456
Weight Management	303-614-1070
TTY	303-338-4428

SOUTHERN COLORADO

Briargate Senior Health Center

4105 Briargate Pkwy, Ste., 125
Colorado Springs, CO 80920

Internal Medicine

For Senior Advantage members only

Specialty departments and other services

Available to all members

Audiology & Hearing Aid Center	719-282-2420
Optometry & Optical Store	719-282-2450
Pharmacy/Laboratory/Radiology	719-282-2466

Pueblo North Medical Offices

3670 Parker Blvd., Ste. 200
Pueblo, CO 81008

Internal Medicine

Family Medicine

Specialty departments and other services

Pharmacy/Laboratory/Radiology	719-595-5367
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BEHAVIORAL HEALTH CENTERS

Executive Center Behavioral Health Center

70 Executive Center II
4851 Independence St., Ste. 270
Wheat Ridge, CO 80033

Appointments **303-467-5800**
Telephone hours: weekdays, 8:30 a.m. to 5 p.m.

Services:

- Clinical pharmacy specialists
- Mental health

Exempla Saint Joseph Hospital (inpatient services only)

1835 Franklin St.
Denver, CO 80218

Services:

- Clinical pharmacy specialists
- Hospital services for mental health

Hidden Lake Behavioral Health Center

7701 Sheridan Blvd.
Arvada, CO 80003

Appointments **303-650-3900**
Telephone hours: weekdays, 8:30 a.m. to 5 p.m.

Services:

- Chemical dependency
- Clinical pharmacy specialists
- Eating disorders
- Mental health

Highline Behavioral Health Center

10350 East Dakota Ave.
Denver, CO 80247

Appointments **303-367-2900**
Telephone hours: weekdays, 8:30 a.m. to 5 p.m.

Services:

- Chemical dependency
- Clinical pharmacy specialists
- Eating disorders
- Mental health



OTHER RESOURCES AND INFORMATION

Notice of Privacy Practices

Our regional Notice of Privacy Practices, which you have received, describes how medical information about you may be used and disclosed, and how you can access it. We want to remind you about this notice and how you may obtain another copy if you want one. This notice is part of the federal Health Insurance Portability and Accountability Act (HIPAA). Protected health information is an important part of HIPAA rules. Due to recent modifications to HIPAA, the Notice of Privacy Practices, underwent material changes in 2010. You can view a copy online at kp.org/privacy or request a printed copy by calling Member Services at **303-338-3800** (TTY: **303-338-3820**), weekdays, 8 a.m. to 5 p.m.

New Technology

New and emerging medical technologies and existing technologies are evaluated on an ongoing basis by two Kaiser Permanente committees. These evaluators consider whether the new technology is safe and effective, as determined by clinical specialists inside and outside Kaiser Permanente. They also consider the technology's benefits and under what conditions it is appropriate to be used. The Inter-regional New Technologies Committee, a national Kaiser Permanente group, and our local New Technologies Committee make recommendations to clinicians regarding the medical appropriateness of the technology. For more information, contact Member Services at **303-338-3800** (TTY: **303-338-3800**), weekdays, 8 a.m. to 5 p.m.

Advance Directives

Kaiser Permanente complies with the provisions of the federal Patient Self-Determination Act. Patients are informed of their right to consent to or refuse treatment, and to initiate Advance Directives. Colorado law also provides for Advance Directives, including directives pertaining to cardiopulmonary resuscitation (cpr). Kaiser Permanente providers will inform you if they cannot implement an Advance Directive on the basis of conscience. This information will be provided in writing or in an alternate format appropriate for you. The provider will transfer your care to another provider of your choice, who is willing to comply with the Advance Directive.

For more information on Advance Directives, refer to your EOC or visit kp.org, click on "**Locate our services**", then select "**Forms and publications**" and "**Advance directives**." Or, you can contact **Member Services**, weekdays, 8 a.m. to 5 p.m. at **303-338-3800** (TTY: **303-338-3820**). Additional information about advance directives can be found at the Colorado Department of Public Health and Environment Web site: www.cdphe.state.co.us/em/Operations/AdvanceDirectives/index.html.

Questions or concerns about bioethics

Kaiser Permanente has an ethics committee to assist in analyzing medical and business decisions. Bioethics applies general moral principles to medicine and health care. The committee offers recommendations to staff and physicians on bioethical policies and practices. It does not handle specific patient cases or complaints on care or service. For information about the bioethics committee and its activities, call **303-344-7247**. For TTY service, contact Relay Colorado at **1-800-659-2656** or dial **711**.

Principles of resource management (Utilization Management)

Kaiser Permanente's Quality and Resource Management Program has adopted the following principles:

- Utilization Management decisions (preservice, concurrent and retrospective) are based on appropriateness of care, specific plan benefits and current eligibility.
- No practitioner or other staff member reviewing resource utilization is rewarded for issuing denials of coverage or service.
- No financial incentives exist that encourage denials of coverage or service that result in underutilization.

Utilization management criteria are applied along with medical expert opinions, when necessary, in making decisions. To obtain a copy of Resource Stewardship/UM criteria, please call Resource Stewardship at **303-636-3233** (TTY: **1-800-659-2656**).

Kaiser Permanente provides access to staff for members seeking information about the Resource Management process and authorization of care. Staff is available and able to accept collect calls during normal business days and hours (Monday through Friday, 8:30 a.m. to 4:30 p.m.). Staff can also send outbound communication regarding utilization management issues during normal business hours. Members may leave a message after normal business hours, and your call will be returned the next business day.

- During normal business hours, call **303-636-3233** or fax **303-636-3259**. Individuals who are deaf or hard of hearing may contact us by calling Relay Colorado toll free at **1-800-659-2656** or dial 711. Staff is available to receive and send calls using Relay Colorado.
- Staff will provide a telephone interpreter to assist with UM issues to individuals who speak limited or no English free of charge.

- After normal business hours, within Denver metro area: **303-636-3233**, outside the Denver metro area: **1-800-632-9700** (toll free)

Measuring care and service quality

Kaiser Permanente participates in a number of independent reports on quality of care and service so that our members and the public have reliable information to better understand the quality of care we deliver, as well as a way to compare our performance to other Colorado health plans. You can find information on our quality performance at **kp.org**. Simply click the "Health plans & services" tab, select "Using our services," then "Measuring quality." Or, you can contact **Member Services** at **303-338-3800** (TTY: **303-338-3820**), weekdays, 8 a.m. to 5 p.m., for information.

Complaints, appeals, and claims

We want you to be satisfied with Kaiser Permanente. Please let us know when you have concerns, complaints or compliments. The following information is an overview, please refer to your EOC for complete information on filing claims, appeals, and member satisfaction.

Complaints

If you have a concern about your Kaiser Permanente health plan or a complaint about services provided, you can:

- Send your written complaint to the Kaiser Permanente Member Services Department.

Kaiser Permanente Member Services Department
2500 S. Havana St.
Aurora, CO 80014-1622

- Request to meet with a Member Services representative
- Call Member Services at **303-338-3800** (TTY: **303-338-3820**), weekdays, 8 a.m. to 5 p.m.

After we are notified of a complaint, a Member Services liaison will review the complaint and conduct a thorough investigation, verifying all the relevant facts. The Member Services liaison or a Plan physician evaluates the facts and makes a recommendation for corrective action, if any. We respond to oral and written complaints within 14 calendar days (non-Medicare) and 30 calendar days (Medicare).

If you are dissatisfied with the resolution, you have the right to request a second review. Your request must be in writing and mailed to the Member Services department. The written request for a second review will be reviewed by Member Services administration or their designee, who will respond to you in writing within 30 calendar days of the date we receive the request.

Using this customer satisfaction procedure gives us the opportunity to correct any problems and meet your expectations and your health care needs.

Member Rights and Responsibilities policy

We are partners in your health care. Your participation in your health care decisions and your willingness to communicate with your doctor and other health professionals help us in providing you with appropriate and effective health care. We want to make sure you receive the information you need to make decisions about your health care. We also want to make sure your rights to privacy and to considerate and respectful care are honored. As a member of Kaiser Permanente, you have the right to receive information about your rights and responsibilities and to make recommendations about our member rights and responsibilities policies.

You* have the right to:

- **Participate in your health care.** This includes the right to receive the information that you need to accept or refuse a recommended treatment. Emergencies or other circumstances occasionally may limit your participation in a treatment decision. In general, however, you will not receive medical treatment before you or your legal representative give consent. You have the right to be informed and to decide if you want to participate in any care or treatment that is considered educational research or human experimentation.
- **Express your wishes concerning future care.** You have the right to choose a person to make medical decisions for you and to express your choices about your future care, if you are unable to do so yourself. These choices can be expressed in documents, such as a durable power of attorney for health care, a living will, or a CPR directive. Inform your family and your doctor of your wishes and give them copies of documents that describe your wishes concerning future care.
- **Receive the medical information you need to participate in your health care.** This information includes the diagnosis, if any, of a health complaint, the recommended treatment, alternative treatments, and the risks and benefits of the recommended treatment. We will make this information as clear as possible to help you understand it. You are entitled to an interpreter, if you need one. You also have the right to review and receive copies of your medical records, unless the law restricts our ability to make them available. You have the right to participate in making decisions involving ethical issues that may arise during the provision of your care.

- **Receive information about the outcomes of care** you have received, including unanticipated outcomes. When appropriate, family members or others you have designated, will receive such information.
 - **Receive information about Kaiser Permanente** as an organization, its practitioners, providers, services, and the people who provide your health care. You are entitled to know the name and professional status of the individuals who provide your service or treatment.
 - **Receive considerate, respectful care.** We respect your personal preferences and values.
 - **Have a candid discussion of appropriate or medically necessary treatment options for your condition(s).** You have the right to this discussion, regardless of cost or benefit coverage.
 - **Have impartial access to treatment.** You have the right to all medically indicated treatment that is a covered benefit, regardless of your race, religion, sex, sexual orientation, national origin, cultural background, disability, or financial status.
 - **Be assured of privacy and confidentiality.** You have the right to be treated with respect and dignity. We will honor your need for privacy and will endeavor not to release your medical information without your authorization, except as required or permitted by law.
 - **Have a safe, secure, clean, and accessible environment.**
 - **Choose your physician.** You have the right to select and to change physicians within the Kaiser Permanente Health Plan. You have the right to a second opinion by a Kaiser Permanente physician. You have the right to consult with a non-Kaiser Permanente physician at your expense.
 - **Know and use customer satisfaction resources.** You have the right to know about resources such as patient assistance, customer service and grievance and appeals committees, who can help you answer questions and resolve problems. You have the right to make complaints and appeals without concern that your care will be affected. Your membership benefits booklet (Evidence of Coverage or Membership Agreement) describes procedures to make formal complaints. We welcome your suggestions and questions about Kaiser Permanente, our services, our health professionals, and your rights and responsibilities.
- You* are responsible to:**
- **Know the extent and limitations of your health care benefits.** An explanation of these is contained in your Evidence of Coverage or Membership Agreement.
 - **Identify yourself.** You are responsible for your membership card, for using the card only as appropriate, and for ensuring that other people do not use your card. Misuse of membership cards may constitute grounds for termination of membership.
 - **Keep appointments.** You are responsible for promptly canceling any appointment that you do not need or cannot keep.
 - **Provide accurate and complete information.** You are responsible for providing accurate information about your present and past medical conditions, as you understand them. You should report unexpected changes in your condition to your doctor.
 - **Understand your health problems** and participate in developing mutually agreed upon treatment goals to the degree possible.

- **Follow the treatment plan on which you and your health care professional agree.** You should inform your doctor if you do not clearly understand your treatment plan and what is expected of you. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
- **Recognize the effect of your lifestyle on your health.** Your health depends not only on care provided by Kaiser Permanente, but also on the decisions you make in your daily life, such as smoking or ignoring care recommendations.
- **Be considerate of others.** You should be considerate of health professionals and other patients. Disruptive, unruly, or abusive conduct may constitute grounds for termination of membership. You should also respect the property of other people and of Kaiser Permanente.
- **Fulfill financial obligations.** You are responsible for paying on time any money you owe Kaiser Permanente. Nonpayment of amounts owed may constitute grounds for termination of membership.

**You or your guardian, next of kin, or a legally authorized responsible person.*

Women's Health and Cancer Rights Act of 1998

In accordance with the Women's Health and Cancer Rights Act of 1998, and as determined in consultation with the attending physician and the patient, we provide the following coverage after a mastectomy:

- Reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical (balanced) appearance.
- Prostheses (artificial replacements).
- Services for physical complications resulting from the mastectomy.

Who pays first when you have additional insurance?

When you have additional insurance coverage, how we coordinate your Kaiser Permanente benefits with benefits from other insurance depends on your situation. If you have additional health insurance, please call **Member Services** at **303-338-3800** / TTY: **303-338-3820**, 8 a.m. to 5 p.m., weekdays, to find out which rules apply to your situation and how payment will be handled.

Information is subject to change.

This guide was compiled in the first quarter of 2011 and is updated annually. For a complete and updated list of our physicians and specialists, visit the Medical Staff Directory on **kp.org**. If you do not have access to a computer, you may request a list of physicians and specialists by contacting Member Services.

For more information

For more detailed information about your Kaiser Permanente coverage, please review your EOC. If you have questions, call **Member Services** at **303-338-3800** (TTY: **303-338-3820**); or from outside the metro area call toll free **1-800-632-9700** (TTY: **1-800-521-4874**), weekdays, 8 a.m. to 5 p.m.

Or, you can send your nonmedical questions to **Members Services** on **kp.org**. To do so, sign on with your user ID and password and follow these links:

- Select the **"My health manager"** tab.
- Click on the **"Manage my health plan"** link on the dropdown menu.
- Click on the **"Contact Member Services"** link at the bottom of the page. Fill in the form and follow the prompts to send your question or concern.



APPOINTMENTS MADE EASY

Schedule, cancel, or review your primary care office visits online.*

Sometimes you're too busy to call or schedule a routine appointment. No problem. Just schedule your next primary care appointment online, when it's convenient for you. You also can reschedule or cancel primary care appointments and check prior office visit details.

Simply log on to kp.org/myhealthmanager, and click on "**Appointment Center**". At any time of day, you can view, change, or cancel primary care appointments for routine, nonurgent care.

Not yet registered?

It's easy to sign up today at kp.org/register.

*This feature only applies to primary care visits and to members who see physicians in Kaiser Permanente medical offices only.

Important contact information and telephone numbers

Emergencies and Ambulance 911
24 hours a day, seven days a week

Member Services and information

Denver/Boulder metro area 303-338-3800
From outside the metro area
toll free 1-800-632-9700
TTY for the hearing/speech
impaired 303-338-3820
or toll free 1-800-521-4874
Weekdays, 8 a.m. to 5 p.m.

Primary Care Appointments and Medical Advice

Denver/Boulder metro area 303-338-4545
(TTY: 303-338-4428)
From outside the metro area
toll free 1-800-218-1059
(TTY: 1-800-521-4874)

Appointments: Weekdays, 7 a.m. to 6 p.m.

Advice: 24 hours a day, seven days a week

Personal Physician Selection

Service 303-338-4477
(TTY: 303-338-3820)
Weekdays, 8 a.m. to 5 p.m.; closed weekends and holidays

Clinical Pharmacy Call Center 303-338-4503
(TTY: 303-338-4428)

From outside the metro area
toll free 1-866-244-4119
(TTY: 1-800-659-2656)

Weekdays, 8 a.m. to 6 p.m.; closed weekends and holidays

Kaiser Permanente Mail-Order Pharmacy

Automated mail-order prescription refill service
24 hours a day toll free 1-866-938-0077

For TTY service contact Colorado Relay (see phone number below).

General information and questions, weekdays,
8 a.m. to 4:30 p.m. 303-326-6777

To order refills online to be mailed to you postage-free or to be picked up at any medical office pharmacy, visit kp.org/pharmacycenter and follow the prompts to refill your prescription.

Claims Department 303-338-3600
(TTY: 303-338-3354)

Weekdays, 8 a.m. to 5 p.m.

To report an out-of-plan hospital admission 303-338-3800
(TTY: 1-800-659-2656)

Weekdays, 8 a.m. to 5 p.m.

Relay Colorado 1-800-659-2656 or dial 711
For the deaf, hard of hearing, or speech impaired to access any Kaiser Permanente contact number when using TTY equipment.

FOR QUICK REFERENCE WHEN YOU CALL KAISER PERMANENTE:

(fill in for each family member)

Name: _____

Health Record Number: _____

Name: _____

Health Record Number: _____

Name: _____

Health Record Number: _____

Name: _____

Health Record Number: _____