

VISITING MEMBER SERVICES

Getting care away from home

For travel in other Kaiser Permanente areas



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

Getting care in Kaiser Permanente areas

This brochure will help you get a wide range of care in Kaiser Permanente areas, which include all or parts of:

- California
- Colorado
- Georgia
- Hawaii
- Maryland
- Oregon
- Virginia
- Washington (southwest part of the state)
- Washington, D.C.

You can get care in these areas, including routine, urgent, or emergency care. Find Kaiser Permanente locations at kp.org/kpfacilities. You're also covered for urgent and emergency care from any non-Kaiser Permanente provider.

Outside Kaiser Permanente areas

You're covered for urgent and emergency care from any qualified provider anywhere you travel outside Kaiser Permanente areas.* Routine services aren't covered, so make sure to get them before your trip if you're traveling elsewhere. Routine services include physical exams, well-child checkups, and immunizations (shots).

You can also get routine, urgent, and emergency care through Group Health Cooperative (GHC), a nonprofit group that offers care to Kaiser Permanente members in:

- East and northwest Washington
- Northern Idaho

*Please refer to your *Evidence of Coverage*.

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Do you have one of these plans?

If so, this brochure may not apply to you, or your benefits may be different than what's described. Check the details below. If you aren't sure if you have one of these plans, check your *Evidence of Coverage* or call Member Services. See the phone numbers starting on page 8.

- **HSA-qualified deductible plans.** If you're a member in our Northern California or Southern California areas, you can only get the services in this brochure when you're visiting a Kaiser Permanente facility in California. You can't get them in any other state.
- **Medicaid* and Medicare plans.** The services in this brochure do not apply to you. Please call Member Services for details.
- **Preferred provider organization (PPO) and out-of-area plans.** These plans offer nationwide access to care. Please see your *Evidence of Coverage* for additional information.

Kaiser Permanente Insurance Company (KPIC) PPO plan members can get care from Private Health Care System (PHCS) providers or any licensed provider in the U.S.

Indemnity plan members can get care from any licensed provider, regardless of where they live or travel.

*Otherwise known as Medi-Cal in California and QUEST Integration in Hawaii.

If you're in one of the following 2 plans, your coverage is the same in another Kaiser Permanente area as in your home area:

- Self-funded exclusive provider (EPO) plans
- Point-of-service (POS) plans

POS members are able to get care in any other Kaiser Permanente area and also have access to providers nationwide. See your *Evidence of Coverage* for additional details.

For plan details

You'll find more detailed, up-to-date information about getting care in your *Evidence of Coverage (EOC)*, if your coverage is directly with Kaiser Foundation Health Plan.

Contact Member Services in your home area to request a copy of your *EOC*.



Coverage while traveling

What types of care can I get in other Kaiser Permanente areas?

As a member, you can get most of the same services you would in your home area when visiting another Kaiser Permanente area.

You can get these services as long as they're provided or referred by a Kaiser Permanente doctor in the area you're visiting.

If you're in a GHC service area, you'll need to get services from a GHC doctor. For specific GHC locations, visit ghc.org/about_gh.

Types of care

Anything can come up when you travel, and different health needs require different types of care. See the following examples.

What is an emergency care need?

A medical or psychiatric condition, including severe pain, that requires immediate medical attention to prevent serious jeopardy to your health.*

*If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage (EOC)*.

Examples include:

- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- Severe shortness of breath

What is an urgent care need?

An illness or injury that requires prompt medical attention but is not an emergency medical condition.

Examples include:

- Minor injuries/wounds/cuts needing stitches, minor breathing issues, minor stomach pain

What is a routine care need?

An expected need. Examples include:

- Physical exams
- Well-child checkups
- Immunizations (shots)

If you're not sure what kind of care you need, you can call our advice nurses, 24 hours a day, 7 days a week. Just call the appointment and advice line for your home facility or region for help.



In case of an emergency

If you have a medical emergency, call **911** or go to the nearest hospital. You don't need to go to a Kaiser Permanente hospital for emergency care.

What services are covered?*

Inpatient services

Hospitalization, including inpatient surgery and other services you may get while you're admitted

Outpatient services

- Office visits
- Outpatient surgery
- Allergy tests and allergy injections
- Physical, occupational, and speech therapy[†]
- Prenatal and postnatal care
- Dialysis care
- Chemotherapy

X-ray and laboratory services

In or out of the hospital

Prescription drugs

If the drug is covered in your home area

Mental health/chemical dependency services

Same coverage as in your home area

Skilled nursing facility services

Up to 100 days per calendar year[‡]

Home health care services

Part-time or intermittent home health care services inside a Kaiser Permanente area or a GHC service area

Hospice services

Home-based hospice services inside a Kaiser Permanente or GHC service area

*Services may vary by area. Please refer to your *Evidence of Coverage* for details.

[†]For members in Maryland, coverage for physical, occupational, and speech therapy is different. Call Member Services to learn more.

[‡]Except for certain students, members can get visiting member services only during temporary visits of 90 days or less.

What services aren't covered?

These services, equipment, and supplies aren't available to you in other Kaiser Permanente areas:

- Services that aren't medically necessary
- Physical exams for insurance, employment, or licensing, and any related services
- Dental services and dental X-rays
- Vision exams
- Infertility services
- Services related to artificial conception, such as in vitro fertilization
- Experimental services and all clinical trials
- Cosmetic surgery and other services performed mainly to change appearance
- Custodial ("at home") care and care provided in a nursing home
- Services related to sexual reassignment surgery and treatment
- Services related to bariatric surgery and treatment
- Organ transplants and related services
- Alternative medicine and complementary care, like chiropractic care
- Services that require a referral from a Kaiser Permanente or GHC doctor in your home area
- Durable medical equipment, orthotics and external prosthetics, eyeglasses, and hearing aids
- Services that aren't covered in your home area as described in your *Evidence of Coverage* or *Member Handbook*



Care where you need it

How do I get care in other Kaiser Permanente areas?*

Call Member Services in the Kaiser Permanente area you're visiting and let them know you're a visiting member:

- You'll get a temporary medical record number (MRN) or health record number (HRN) and information on making an appointment.
- You'll only use your temporary MRN or HRN in the area you're visiting.
- When you get back home, you'll use your home MRN or HRN to get care.

If you're in a self-funded EPO plan, call the Customer Service number on your Kaiser Permanente ID card.

Do I need approval first?

For some services, you need approval from your home area. For other services, you may also need approval from the area you're visiting.

Call Member Services in the area you're visiting for more information. If you're visiting a GHC service area, call **1-888-901-4636**.

*When you get care in other Kaiser Permanente areas, your home-area claims and grievance processes still apply. See your *Evidence of Coverage* for details.

†This does not apply to Federal Employee Health Benefits Program members.

‡Reimbursement amount will be subject to member's deductible status, cost-share amounts, and other plan limitations.

How long are services available?

When you're visiting another Kaiser Permanente area, services are only available for up to 90 days. After 90 days, you will only be covered for emergency and urgent services.

If you move permanently to another Kaiser Permanente or GHC service area, you may not be able to keep your current membership. You may be able to enroll in a Kaiser Permanente or GHC plan in the area you've moved to.[†]

If you are a full-time student away from home, your coverage may be different. Call Member Services in your home area for information on your benefits while at school.

There is no time limit on services for those in a self-funded plan.



What costs should I expect?

You may have to pay out of pocket for services. These payments may be different from the copays, coinsurance, or deductible payments you would pay at home. To find out if you'll need to pay upfront for any services, call Member Services in your home area.

If you pay for any services upfront, you may be eligible for a reimbursement.[‡] To get reimbursed, you'll need to submit a claim in your home area. Make sure you ask for copies of all receipts.



Member Services phone numbers

California*

1-800-464-4000

711 (TTY)

Open 24 hours a day, 7 days a week.

Closed holidays and at 10 p.m. on Christmas Eve, New Year's Eve, and the day after Thanksgiving.

Colorado

Denver/Boulder area

303-338-3800

Northern Colorado area[†]

(including Greeley, Fort Collins, and Loveland)

1-800-632-9700

Southern Colorado area[†]

(including Colorado Springs and Pueblo, as well as the Cañon City and Woodland Park communities)

1-888-681-7878

711 (TTY) for all Colorado service areas

Mon–Fri, 8 a.m.–5 p.m.

*To get services from a contracted non-Kaiser Permanente provider in Coachella Valley (Palm Desert, Palm Springs, Desert Hot Springs, Indio) in California, you may be required to contact your primary care doctor in your home area to get a referral.

[†]Members visiting the Colorado area can use Kaiser Permanente medical offices but cannot access networked providers in Northern Colorado. In Southern Colorado, members can access affiliated providers but are limited to which ones based on their plan.

District of Columbia

301-468-6000 (from D.C. metro area)

1-800-777-7902 (from other areas)

301-879-6380 (TTY)

Mon–Fri, 7:30 a.m.–5:30 p.m.

Georgia

Atlanta metro area

404-261-2590 (from Atlanta metro area)

1-888-865-5813 (from other areas)

1-800-255-0056 (TTY)

Mon–Fri, 7 a.m.–7 p.m.

Hawaii

**Islands of Oahu, Maui, Hawaii, Kauai,
Lanai, and Molokai**

808-432-5955 (from Oahu)

1-800-966-5955 (from other areas)

1-877-447-5990 (TTY)

Mon–Fri, 8 a.m.–5 p.m.; Sat, 8 a.m.–noon

Maryland

Baltimore and suburban D.C. area

301-468-6000 (from D.C. metro area)

1-800-777-7902 (from other areas)

301-879-6380 (TTY)

Mon–Fri, 7:30 a.m.–5:30 p.m.

Oregon

503-813-2000 (from Portland)

1-800-813-2000 (from other areas)

711 (TTY)

1-800-324-8010 (language interpreter)

Mon–Fri, 8 a.m.–6 p.m.

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IMPORTANT PHONE NUMBERS

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Virginia

Northern area

1-800-777-7902

301-879-6380 (TTY)

Mon–Fri, 7:30 a.m.–5:30 p.m.

Washington State

Southwest area

1-800-813-2000

711 (TTY)

1-800-324-8010 (language interpreter)

Mon–Fri, 8 a.m.–6 p.m.

Group Health Cooperative (GHC)

Customer Service

1-888-901-4636

1-800-833-6388 (TTY)

Mon–Fri, 8 a.m.–5 p.m.

Phone numbers beginning with 1-800, 1-866, 1-877, or 1-888 are toll free. TTY numbers are for the hearing/speech impaired.



For more information

Extra resources

For more information about getting care in another Kaiser Permanente area:

- Refer to your *Evidence of Coverage* or *Membership Handbook*.
- Contact Member Services in your home area.
- For GHC service areas, call Group Health Cooperative Customer Service at **1-888-901-4636**.
- If you're in a self-funded EPO plan or a POS, PPO, or out-of-area plan, call the number on your Kaiser Permanente ID card.

Keep this information handy

Take note of any temporary medical/health record numbers for getting care in other Kaiser Permanente areas.

Trip 1

Kaiser Permanente area you're visiting:

Member Services phone number:

Temporary medical/health record number:

Trip 2

Kaiser Permanente area you're visiting:

Member Services phone number:

Temporary medical/health record number:

Trip 3

Kaiser Permanente area you're visiting:

Member Services phone number:

Temporary medical/health record number:

Notes

Terms of visiting member services are subject to change:

Kaiser Permanente may change the terms, conditions, and eligible service areas of visiting member services at any time.

Services covered under your health plan are provided and/or arranged by Kaiser Permanente health plans: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232. Services for self-insured plans are administered by Kaiser Permanente Insurance Company, One Kaiser Plaza, Oakland, CA 94612.

Before you go ...

A little planning makes a big difference.
Plan now for a healthy trip.

- Register on kp.org** to see your health information and email your Kaiser Permanente doctor anytime.
- Get our KP app** to stay connected when you're on the go.
- See your doctor** if you need to manage a condition during your trip.
- Refill your prescriptions** to have enough while you're away.
- Print a summary of your online medical record** in case you don't have Internet access.
- Make sure your immunizations are up-to-date**, including your yearly flu shot.

Don't forget

- Bring your Kaiser Permanente ID card.** It has important phone numbers on the back.
- Take this brochure on your trip.** It explains what to do if you need care.

