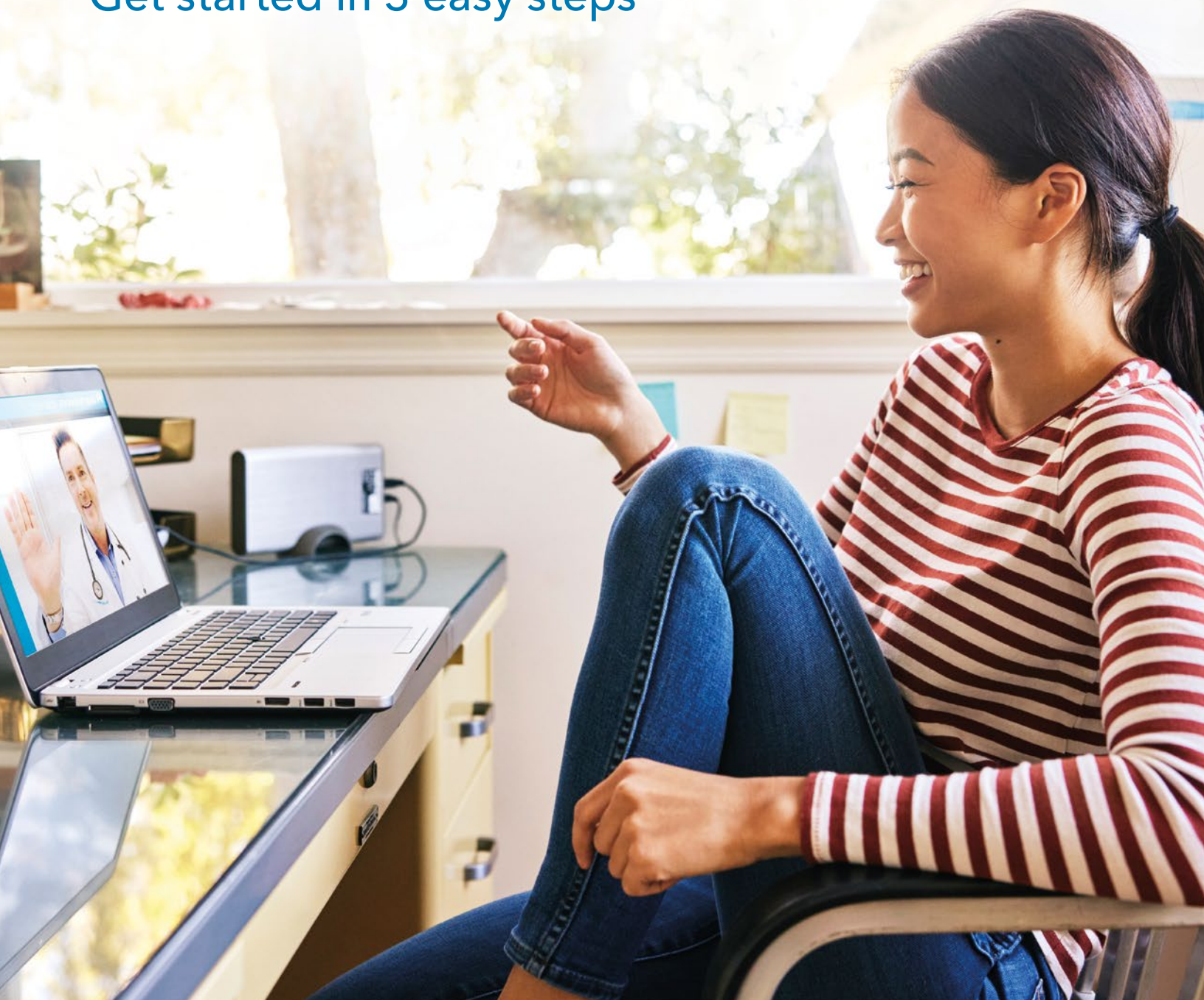


# Welcome to Kaiser Permanente

Get started in 3 easy steps



# Welcome, <subscriber name>

## Get started in 3 easy steps

Complete all 3 by visiting [kp.org/newmember](http://kp.org/newmember) or by calling our New Member Desk at **404-760-3540 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m.



## What's inside

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For help in your language, you can ask for language assistance at no cost to you by calling our Customer Service line at **1-855-364-3185 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

Please see your *Evidence of Coverage* for more details on your plan or for specific limitations and exclusions.

# Step 1

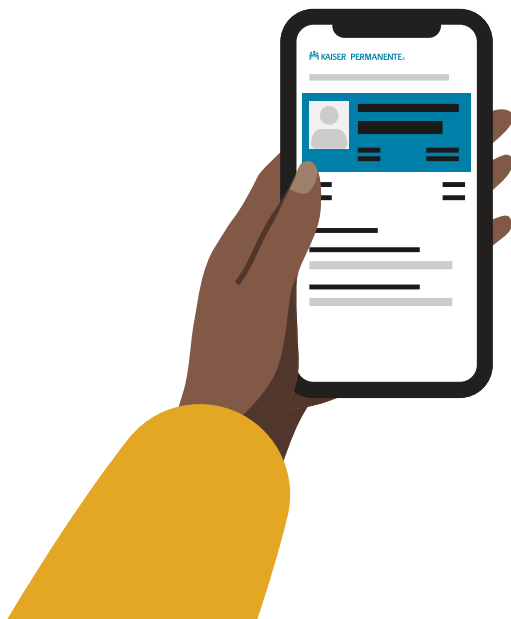
## Create your Kaiser Permanente online account

Go to [kp.org/newmember](https://kp.org/newmember) or use the Kaiser Permanente app.

If you haven't already, make sure to create your online account. Once you sign up, you can securely access time-saving tools and resources to manage your health. You'll need your medical record number to create your account, which you can find on your member ID card.



You can also access your digital member ID card with the Kaiser Permanente app.



### Online or on the app, stay on top of your health anytime, anywhere<sup>1</sup>

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Manage a family member's health care<sup>2</sup>

You won't be able to manage or view out-of-network visits and services with your online account.

### Your member ID card

You'll need your physical or digital ID card to get care and to fill prescriptions at Kaiser Permanente and out-of-network facilities.

**1.** These features are available when you get care from Kaiser Permanente facilities. **2.** Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.

# Step 2

## Choose your Kaiser Permanente doctor – and make your first appointment

Go to [kp.org/newmember](https://kp.org/newmember) or call us at **404-760-3540 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m.

Select a convenient facility, then browse doctor profiles by gender, languages spoken, and more to find the right one for you. You can change your doctor at any time.

Each covered family member may choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Women 18 and older can choose an ob-gyn as well as a personal doctor.



### Need care quickly? Save time and money.

When it's not an emergency, call us anytime at **404-365-0966** and we can help you:

- Schedule a same- or next-day appointment, or telephone or video visit
- Find a nearby 24/7 Kaiser Permanente urgent care location or an affiliated urgent care center

With these options, you'll have a lower copay (if any) than when you visit the emergency room, and could save hours of wait time.



### Schedule your first appointment

When you contact us to get started, you can choose your doctor and schedule your first appointment to start building a relationship with your new partner in health. (There's no need to bring your past medical records unless your doctor asks for them when you visit.)

### Visiting an out-of-network provider

You'll need to contact your out-of-network provider's office directly to make an appointment. No referral or prior authorization is needed to use your out-of-network benefits.

Your plan includes up to 10 out-of-network provider visits or outpatient medical services per year. When you visit your out-of-network provider, be sure to bring:

- Your ID card. If your doctor has questions, have them call the Customer Service phone number on the back of your card.
- A printed copy of KP Plus Information for Out-of-Network Providers. Find it at [kp.org/kpplus-georgia](https://kp.org/kpplus-georgia). You can also show your provider a digital copy of the flyer from your mobile device.

Some providers may require you to pay the full amount for services when you get care and then submit a claim for reimbursement. When you make your appointment, find out if you'll need to submit a claim or if your provider will bill Kaiser Permanente directly for you.

# Step 3

## Get prescriptions at Kaiser Permanente

Go to [kp.org/newmember](https://kp.org/newmember) and follow the steps to transition your prescriptions to Kaiser Permanente or call us at **404-760-3540 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m.

You have options to help transition your prescriptions to Kaiser Permanente. Call us and we'll help you understand the cost of your prescriptions and what alternatives might be available.

Since this transition can take 2 or more business days, make sure to contact us before your first appointment or before you need a refill.

### Picking up your medication at a Kaiser Permanente facility

Once you've transitioned your prescriptions, you can get them filled at any Kaiser Permanente pharmacy.

When you get a prescription written during a visit at a Kaiser Permanente facility, you can usually just pick up your medication on the way out the door. If you're not near a Kaiser Permanente facility, you also have the option to get your first prescription filled at one of our affiliated pharmacies, like CVS or Walgreens (usually at a higher copay).

### Get prescriptions by mail

Once you've transitioned your prescriptions, you can sign in to your online account and click "Pharmacy" to order refills. For most prescriptions, you can get refills delivered to you at no extra cost, usually within 3 to 5 days.

### Out-of-network prescriptions

Your plan covers 5 prescription fills at any out-of-network pharmacy per year. This option isn't eligible for prescription delivery. Each prescription fill has to be for a 30-day supply.

You may be asked to pay the full cost of the prescription at the time of service and submit a claim for reimbursement. You may have a higher copay or coinsurance than with a Kaiser Permanente pharmacy. Certain prescriptions might require prior authorization.



# It's easy to get the care you need at Kaiser Permanente

Call us at **404-365-0966** (TTY **711**), 24/7, to make an appointment or get medical advice.

For specialty appointments, call Monday through Friday, 8 a.m. to 5 p.m. You can also schedule routine appointments with your online account or the Kaiser Permanente app.

If you believe you have an emergency medical condition, call **911** or go to the nearest hospital.

## Convenient care options at Kaiser Permanente

You've got many ways to connect to quality care when and where it's most convenient for you and your family. Visit [kp.org/getcare](https://kp.org/getcare) to learn more.

- **E-visit:** Sign in to your account and fill out a short questionnaire about your symptoms. A clinician will get back to you, usually within 2 hours.
- **Video visit:** Meet face-to-face with a doctor or nurse by video, straight from your smartphone, tablet, or computer.<sup>1,2</sup>
- **Phone appointment:** Talk with a doctor or nurse over the phone for the same high-quality care as an in-person visit.<sup>1,2</sup>
- **Email your care team:** Message your Kaiser Permanente's doctor's office anytime with nonurgent health questions.
- **Chat with a doctor:** Chat live online with a Kaiser Permanente doctor for advice, referrals, and even prescriptions.
- **In-person:** Most locations offer many services under one roof, so you'll save time with a single trip.
- **Urgent care:** When you don't have an emergency but you need immediate care, you can get 24/7 walk-in care at one of our Advanced Care Centers. Visit [kp.org/getcare](https://kp.org/getcare) to find urgent care locations nearby. You also have access to a broad network of affiliated urgent care centers. For help finding one near you, call **404-365-0966** (TTY **711**).
- **Hospital visits:** You can get inpatient hospital care at Children's Healthcare of Atlanta, Emory University Hospital Midtown, Emory Saint Joseph's Hospital, Northside Hospital Atlanta, and other locations. Your personal doctor will decide which facility is best for you.
- **Away from home:** Visit [kp.org/travel](https://kp.org/travel) or call the Away from Home Travel Line at **951-268-3900** (TTY **711**) for travel support.<sup>3</sup>

1. These features are available when you get care from Kaiser Permanente facilities. 2. When appropriate and available. 3. This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 1 p.m. Eastern time (ET), and it reopens the day after a holiday at 7 a.m. ET.

## Specialty care at Kaiser Permanente

You don't need a referral for dermatology, obstetrics-gynecology, optometry, ophthalmology, or mental health services. For other types of specialty care, your personal doctor will help you get the right care, quickly and conveniently. Just call our appointment and advice line at **404-365-0966 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

## Support for mental health

Everyone's mental health and wellness journey is different. We're committed to helping you find the best path for you. Services include:

- Online self-assessments
- Counseling and therapy
- Personalized healthy lifestyle programs
- Classes and support groups<sup>1</sup>



## Resources for healthy living<sup>2</sup>

- Go to [kp.org/selfcareapps](https://kp.org/selfcareapps) to learn about Calm and myStrength, 2 self-care apps available at no cost to adult members.
- See page 14 for additional resources, including wellness coaching, health education classes, and more.

**1.** Classes may vary by location, and some may require a fee. **2.** The services described are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.

# Find a Kaiser Permanente Location

You can choose a doctor from any of the locations listed below. Even after you've chosen a personal doctor at a particular location, you can see another doctor at a different location whenever it's more convenient. Most locations also have lab, X-ray, and pharmacy services under the same roof. For details about each location, visit [kp.org/facilities](http://kp.org/facilities) or call **404-365-0966**.

## 1 Alpharetta Medical Center

3550 Preston Ridge Rd.  
Alpharetta, GA 30005

## 2 Athens Medical Office

2142 West Broad St.  
Building 200  
Athens, GA 30606

## 3 Brookwood at Peachtree Medical Office

1745 Peachtree Rd.  
Suite U  
Atlanta, GA 30309

## 4 Cascade Medical Center

1175 Cascade Pkwy.  
Atlanta, GA 30311

## 5 Conyers Medical Office

1478 Dogwood Dr.  
Conyers, GA 30013

## 6 Crescent Medical Center

200 Crescent Centre Pkwy.  
Tucker, GA 30084

## 7 Cumberland Medical Center

2525 Cumberland Pkwy. SE  
Atlanta, GA 30339

## 8 Douglasville Medical Office

6875 Douglas Blvd.  
Suite A  
Douglasville, GA 30135

## 9 Downtown Decatur Medical Office

201 W. Ponce de Leon Ave.  
Suite A  
Decatur, GA 30030

## 10 Fayette Medical Office

101 Banks Rd.  
Fayetteville, GA 30214

## 11 Forsyth Medical Office

1400 Northside Forsyth Dr.  
Suite 350  
Cumming, GA 30041

### 24/7 URGENT CARE

## 12 Gwinnett Comprehensive Medical Center

3650 Steve Reynolds Blvd.  
Duluth, GA 30096

## 13 Henry Towne Centre Medical Center

1125 Towne Centre Village Dr.  
McDonough, GA 30253

## 14 Holly Springs Medical Office

684 Sixes Rd., Suite 275  
Holly Springs, GA 30115

## 15 Lawrenceville Medical Office

455 Philip Blvd., Suite 130  
Lawrenceville, GA 30046

## 16 Newnan Medical Office

203 Newnan Crossing Bypass  
Newnan, GA 30263

## 17 Panola Medical Center

5440 Hillandale Dr.  
Lithonia, GA 30058

## 18 Sandy Springs Medical Office

1100 Lake Hearn Dr. NE  
Suites 250 & 500  
Sandy Springs, GA 30342

## 19 Snellville Medical Office

2240 Fountain Dr.  
Snellville, GA 30078

### 24/7 URGENT CARE

## 20 Southwood Comprehensive Medical Center and 24/7 Advanced Care Center

2400 Mt. Zion Pkwy.  
Jonesboro, GA 30236

## 21 Stonecrest Medical Center

8011 Mall Pkwy.  
Lithonia, GA 30038

## 22 Sugar Hill-Buford Medical Center

1435 Broadmoor Blvd.  
Sugar Hill, GA 30518

### 24/7 URGENT CARE

## 23 TownPark Comprehensive Medical Center and 24/7 Advanced Care Center

750 TownPark Ln.  
Kennesaw, GA 30144

## 24 West Cobb Medical Center

3640 Tramore Pointe Pkwy.  
Austell, GA 30106

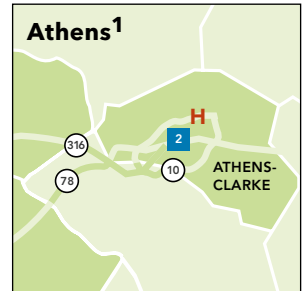
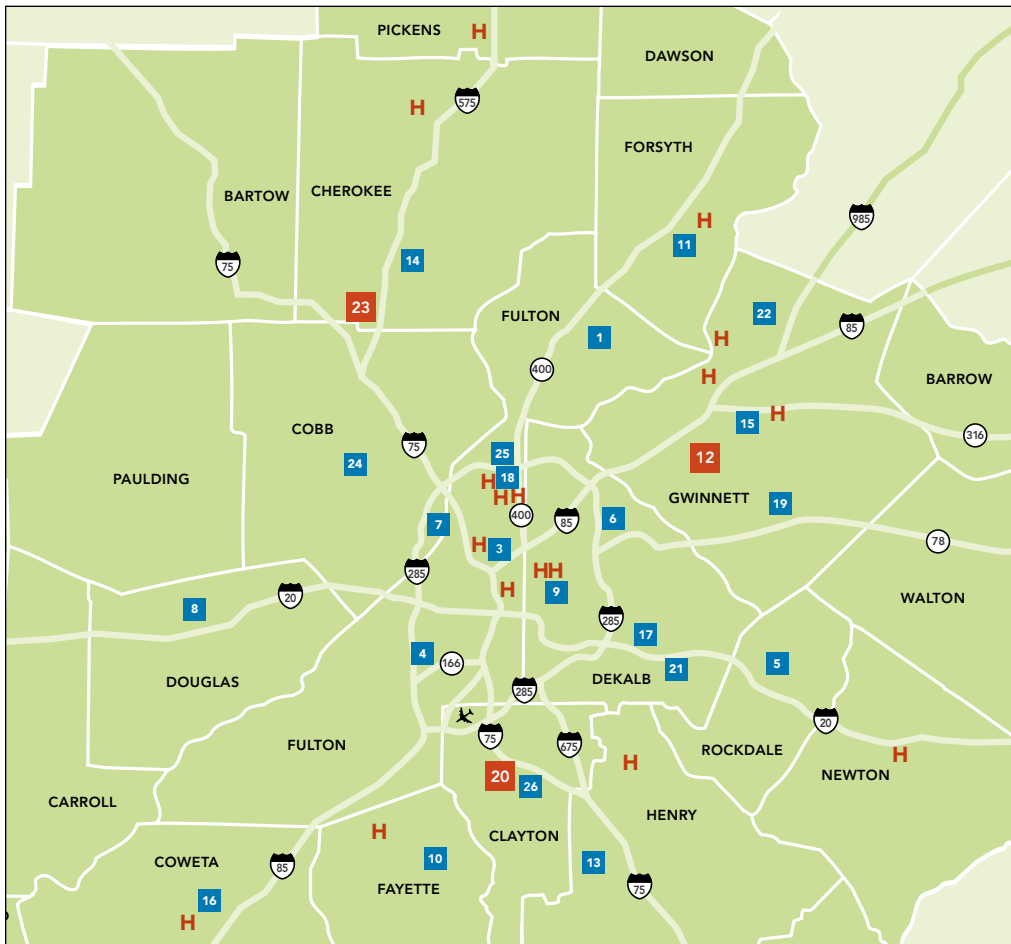
### Specialty care facilities (primary care not offered)

## 25 Glenlake Comprehensive Specialty Center

20 Glenlake Pkwy.  
Sandy Springs, GA 30328

## 26 Southwood Specialty Center

2470 Mt. Zion Pkwy.  
Jonesboro, GA 30236



**Kaiser Permanente and affiliated providers**

- Kaiser Permanente medical facilities
- Kaiser Permanente medical facilities also offering 24/7 urgent care
- H Contracted hospitals<sup>2</sup>

Map not to scale. Locations not exact.

**Your nearest location**

<Assigned Medical Center Name>  
 <address line 1>  
 <address line 2>  
 <address line 3>

If you've already chosen a Kaiser Permanente personal doctor before receiving this booklet, this is the location where that physician practices. Otherwise, this is the closest Kaiser Permanente medical facility to your home. Feel free to choose a doctor at the location that's most convenient for you, and change at any time.



1. Athens network not available in all plans. 2. The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. In an emergency, you have access to any hospital emergency room.

Notes

A series of horizontal dotted lines for writing notes.

# Getting out-of-network care with your Kaiser Permanente Plus™ plan

You already have access to the best of Kaiser Permanente through your plan. But as a KP Plus member, you get even more.<sup>1</sup>

With KP Plus, your choices are covered. In addition to Kaiser Permanente and affiliated providers, you can choose to see out-of-network providers for up to 10 provider visits or outpatient medical services and 5 out-of-network prescription fills per year, anywhere in the United States.<sup>2</sup>

## Out-of-network visits

Your plan includes 10 out-of-network visits. An out-of-network visit is any visit or service you get outside the Kaiser Permanente network.

**What counts as a visit?** Here's an example – this scenario counts as 3 separate visits:

- You have an exam with an out-of-network provider.
- The out-of-network provider refers you for a lab test from an out-of-network facility.
- You're then referred for an X-ray from an out-of-network facility.

For each of the 3 services above, you'll pay a separate copay or coinsurance at your out-of-network rate. Your out-of-pocket costs are usually higher with out-of-network providers. Note that charges from out-of-network providers don't count toward your Kaiser Permanente out-of-pocket maximum.

Make the most of your 10 out-of-network visits by saving them for office visits with your preferred out-of-network provider. See Kaiser Permanente and affiliated providers for lab tests, X-rays, and other services. That way, they'll be covered at the Kaiser Permanente rate rather than the out-of-network rate. We can also send information about your Kaiser Permanente visits to your out-of-network provider.



**1.** Your plan details depend on which plan your employer offers or you've selected. **2.** In plan documents like your *Evidence of Coverage (EOC)*, Kaiser Permanente and affiliated providers may also be referred to as "in-plan providers." Out-of-network providers may also be referred to as "KP Plus providers."

## Out-of-network pharmacy services

Your plan includes up to 5 out-of-network prescription fills per year. Coverage depends on your plan, so before you fill any prescriptions, take a few minutes to review your *Evidence of Coverage*, available at [kp.org/coverageandcosts](https://kp.org/coverageandcosts).

Keep in mind that:

- There's no home delivery service with this pharmacy option
- All prescriptions need to be for a 30-day supply
- You may have a higher copay or coinsurance than with a Kaiser Permanente pharmacy
- You may be asked to pay the full cost for out-of-network prescriptions and submit a claim for reimbursement
- Certain prescriptions might require prior authorization from Kaiser Permanente

If you visit an out-of-network doctor and get a prescription written, we recommend asking the provider to make sure the drug is on the Kaiser Permanente formulary. That will help make sure it's covered, and can allow you to pick it up at a Kaiser Permanente pharmacy.

## What services are covered out-of-network?

You can use your out-of-network visits for services like:\*

- Routine office visits (primary or preventive care)
- Specialty care visits
- Mental health services and substance use disorder treatment
- Physical, occupational, and speech therapy office visits
- Allergy injections received at an office
- Lab services and diagnostic X-rays

\*Each item or service counts as a separate out-of-network visit and will apply toward your annual out-of-network visit limit, even if it occurs on the same day or during a single visit to a provider. For additional details, please refer to your *Evidence of Coverage*.

## What services aren't covered out-of-network?

These services are only covered by your plan if you receive them at Kaiser Permanente or an affiliated facility:

- Inpatient services
- Outpatient surgery
- Radiation and chemotherapy
- Infertility services
- Prenatal and maternity care
- Skilled nursing facilities
- Advanced imaging (MRI, CT)
- Acupuncture or massage services
- Genetic testing
- Contact lens fittings
- Dental care
- Special procedures
- Many other services not described as covered out-of-network services

Services that aren't covered under your in-network Kaiser Permanente benefits won't be covered under your out-of-network benefits.

# Understanding claims

## You won't need to file claims for services if:

- You get medical care and services from Kaiser Permanente or affiliated providers
- You pay a copay

## If you file a claim:

- You have up to 180 days from the date you got care to submit your claim
- Kaiser Permanente will review the claim and decide what payment or reimbursement may be owed you
- Care needs to be medically necessary – refer to your plan documents for details

## How to file a claim

To request reimbursement online, sign in to your **kp.org** account. Select "Coverage & Costs" and click "Submit a claim."

Along with your member reimbursement form (claim form), you'll need to include this information with your claim:

- Itemized bills, which should include the date of service, services received, and cost of each service
- Medical records, including copies of original medical reports, admission notes, emergency room records, and consultation reports
- Proof of payment – for example, receipts or bank or credit card statements

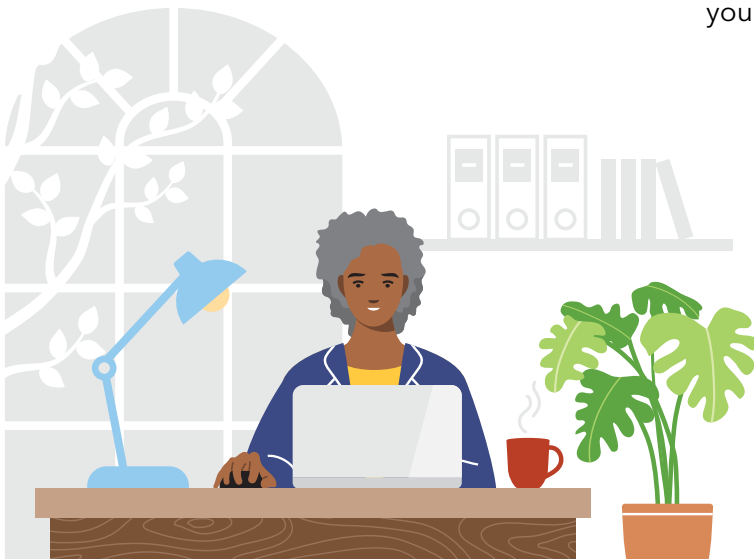
You can also download and print the member reimbursement form at **kp.org/kpplus-georgia**. Complete the form and mail it with your required documents to:

Kaiser Permanente  
P.O. Box 370010  
Denver, CO 80237-9998

Out-of-network providers may bill you for the difference, if any, between their cost of care and what your plan pays.

## What you'll get from us

An Explanation of Benefits that will detail what you need to pay and what we'll pay.



# Healthy extras

## Resources for healthy living

Take advantage of our resources to help keep you informed, inspired, and feeling your best.

### Total Health Assessment

Answer questions about your daily habits and get a great overview of your health, along with personalized tips. Visit [kp.org/tha](https://kp.org/tha) for this no-cost online tool.

### Healthy lifestyle programs

These no-cost online programs create customized action plans to help you eat healthy, lose weight, quit smoking, reduce stress, sleep better, and much more. Visit [kp.org/healthylifestyles](https://kp.org/healthylifestyles).

### Mental wellness apps

Try Calm and myStrength at no cost at [kp.org/wellnessapps](https://kp.org/wellnessapps). These apps, which are recommended by Kaiser Permanente clinicians, help with sleep, stress, anxiety, and more.

### Wellness coaching

Want some inspiration or support? Talk to a wellness coach at no-cost at **1-866-862-4295**.

### Healthy Living classes

No- or low-cost health classes are available at our medical offices and online. They include yoga, healthy cooking, weight management, managing stress, and much more.

Visit [kp.org/classes/ga](https://kp.org/classes/ga).

### Online tools

Take advantage of the tools in the “Health & Wellness” section of [kp.org](https://kp.org):

- On-demand video workouts
- Guided meditation
- Health and drug encyclopedias

### Managing your conditions

If you have an ongoing health condition, you’ll have the support of our award-winning Complete Care (case management) program at no additional cost. Your doctor will automatically enroll you. You can also get no-cost telephone health coaching through our Healthy Solutions program by calling **1-888-251-6733**.

### Discounts

Enjoy discounts on chiropractic care, massage therapy, fitness club membership, vitamins, and more by signing in at [kp.org/choosehealthy](https://kp.org/choosehealthy).

### Publications

#### **Evidence of Coverage**

Provides more detailed information about your benefits and getting care. Download a copy by signing in at [kp.org/coverageandcosts](https://kp.org/coverageandcosts).

In plan documents like your *Evidence of Coverage*, out-of-network providers may also be referred to as “KP Plus Providers.”

#### **Partners in Health**

Register on [kp.org](https://kp.org) and you’ll receive this monthly e-newsletter with health tips, member stories, and other resources to help you thrive.

# Notices

You can find information about the topics below at [georgia.kp.org/notices](https://www.georgia.kp.org/notices). If you need printed information, call the Customer Service number on the back of your Kaiser Permanente ID card.

## Health services

- Primary and specialty care services and doctors
- Behavioral health care
- Preventive care guidelines
- Hospital services
- Emergency care and urgent/after-hours care
- Care outside the service area
- Chronic condition management

## Health benefits

- Benefits, services, and copays
- Submitting claims
- Restrictions on receiving care outside of the service area

## Member rights

- Rights and responsibilities
- Advance directives
- Complaint and appeal procedures
- Privacy notices

## Quality

- Quality and patient safety
- Case management
- Utilization management
- Evaluation of new technology to include as a covered benefit
- Pharmaceutical management procedures
- Reporting suspected fraud, waste, and abuse



## NONDISCRIMINATION NOTICE

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

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call **1-888-865-5813** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.

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>.

## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-888-865-5813** (TTY: **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**)።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-865-5813** (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 **1-888-865-5813** (TTY: **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: **711**) تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

**ગુજરાતી (Gujarati) સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

**Kreyòl Ayisyen (Haitian Creole) ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

**हिन्दी (Hindi) ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-865-5813** (TTY: **711**) पर कॉल करें।

**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。 **1-888-865-5813** (TTY: **711**) まで、お電話にてご連絡ください。

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-865-5813** (TTY: **711**) 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínizin:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíłnih **1-888-865-5813** (TTY: **711**).

**Português (Portuguese) ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-865-5813** (TTY: **711**).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (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 **1-888-865-5813** (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 **1-888-865-5813** (TTY: **711**).

# Contact us



## New Member Desk

For help getting started – including choosing a doctor, making your first appointment, registering on [kp.org](http://kp.org), and transitioning prescriptions – call our New Member Desk at **404-760-3540**, Monday through Friday, 7 a.m. to 7 p.m.

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## Appointment and advice line

To make most appointments or get advice, call **404-365-0966 (TTY 711)**, 24 hours a day, 7 days a week. To schedule specialty appointments, call Monday through Friday, 8 a.m. to 5 p.m.

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## Customer Service

We're here to help. Call us if you have questions about your benefits and coverage or to request a copy of your *Evidence of Coverage (EOC)*, which has a complete list of the services covered by your plan.

**1-855-364-3185 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

Your *EOC* can also be found at [kp.org/coverageandcosts](http://kp.org/coverageandcosts).

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## Getting care away from home

Visit [kp.org/travel](http://kp.org/travel) or call the Away from Home Travel Line at **951-268-3900\*** for 24/7 travel support anytime, anywhere.

The website and our travel team will help you:

- Learn how to refill an eligible prescription early or away from home
- Find care in a Kaiser Permanente area
- File a claim for reimbursement when you're back

\*This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 1 p.m. Eastern time (ET), and it reopens the day after a holiday at 7 a.m. ET.

Notes

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Kaiser Foundation Health Plan of Georgia, Inc.  
Nine Piedmont Center  
3495 Piedmont Road, NE  
Atlanta, GA 30305

**Important plan information**

<Recipient Name>  
<Address>

# Let's get started

Your quick-start guide is inside.

