

# Welcome to Kaiser Permanente

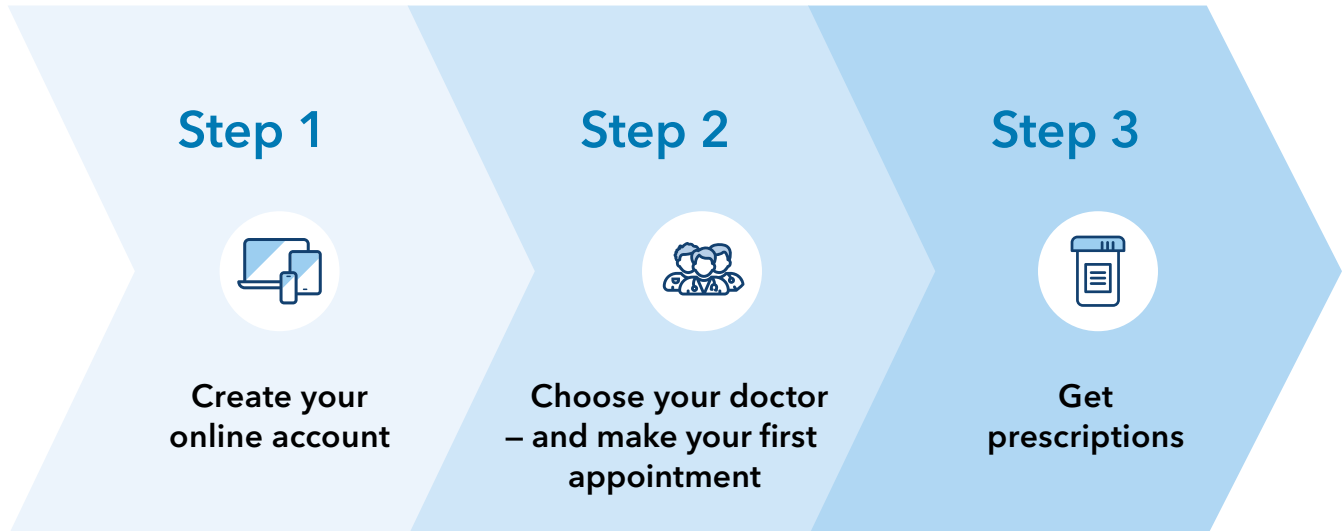
Get started in 3 easy steps



# Welcome, <subscriber name>

## Get started in 3 easy steps

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



For help in your language, you may request language assistance at no cost to you by calling Customer Service (see phone numbers on inside back cover).

The Dual Choice PPO plan is underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan (KFHP). Please refer to your *Certificate of Insurance (COI)* for more details on your plan or for specific limitations and exclusions.

# Step 1

## Create your online account

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

If you haven't already, 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 care from Kaiser Permanente providers anytime, anywhere<sup>1</sup>

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

No matter which providers you use for care, you can use your online account to view your plan benefits and coverage, get personalized cost estimates for services, and view your claims.

**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. **3.** Not all services are covered under all benefit tiers. Kaiser Permanente Insurance Company (KPIC), has contracted with PHCS, a national preferred provider organization network that contracts with physicians, hospitals, and other health care providers. Not all PHCS providers participate. **4.** The Cigna Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with Kaiser Permanente Insurance Company or Kaiser Foundation Health Plan. Access to the Cigna PPO Network is available through Cigna's contractual relationship with Kaiser Permanente Insurance Company and Kaiser Foundation Health Plan. The Cigna PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

# Step 2

## Choose your doctor—and make your first appointment

Go to [kp.org/dualchoice-georgia](https://kp.org/dualchoice-georgia) or call us at **1-855-364-3185 (TTY 711)**, Monday–Friday, 7 a.m. to 7 p.m., ET

With Dual Choice PPO, you're not required to choose a Primary Care Physician (PCP). However, it's a good idea to find a personal (primary care) doctor who can get to know you and your health needs and help coordinate your care. You can change your doctor at any time.

Each time you need care, you can choose from the following provider options:<sup>3</sup>

### In-Network Providers

- Kaiser Permanente providers: Care from our own, carefully-selected doctors. They practice in Kaiser Permanente medical facilities across metro Atlanta, most of which also have lab and pharmacy under the same roof.
- Network providers: Our nationwide network of providers, including the PHCS™ network<sup>3</sup> when getting care in Georgia and other Kaiser Permanente states (see page 10), or from the Cigna PPO Network<sup>4</sup> when you get care outside a Kaiser Permanente state.

# Step 3

## Get prescriptions

### Out-of-Network Providers

- Any other licensed provider nationwide  
The provider you choose affects your copays, coinsurance and deductibles. You'll generally have lower costs when you receive care from in-network providers, and the lowest costs when using Kaiser Permanente providers.

### Choose the right doctor

If there's a Kaiser Permanente medical office near you, one of our doctors might be a great option for you. Learn more on page 11. You can also choose a network provider for your personal doctor if you'd rather.

To view your doctor choices, browse our online profiles, where you can search available doctors by gender, location, and more – and view their photos and credentials.

### Coverage anywhere

Do you live outside of Georgia? With Dual Choice PPO, you'll have in-network coverage when using our network providers nationwide.

For more information about getting care—including specialty care – see page 4.

Have existing prescriptions you need to transfer?<sup>1</sup> Call us at **1-855-364-3185 (TTY 711)**, Monday – Friday, 8 a.m. to 6 p.m., ET.

In order to enjoy your Dual Choice PPO plan's lowest prescription drug costs, call us to schedule a pharmacy telephone consult.

We'll gather your information and help make sure you're on the most appropriate medication, at the lowest cost available through your plan. If it makes sense, we'll help you transition your prescriptions to a Kaiser Permanente pharmacy.

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.



### Schedule your first appointment

Choosing a Kaiser Permanente doctor? When you call us to get started, go ahead and schedule your first appointment. That way, you can 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.)

## Picking up your medication

As a Dual Choice PPO plan member, you can bring your prescriptions from any provider to any pharmacy you choose to have them filled. You have two options for filling prescriptions at an in-network pharmacy, where your costs will be lower.

- At Kaiser Permanente medical office pharmacies, you'll enjoy the lowest out-of-pocket costs.
- You can also have prescriptions filled at a network pharmacy, which includes pharmacies in the MedImpact pharmacy network.

If you fill existing prescriptions at an out-of-network pharmacy, you'll have to pay the full price at the time of purchase. Save your receipt and submit a pharmacy claim for reimbursement.

## New prescriptions, refills, and more

For more information about new prescriptions, what drugs are covered, your pharmacy choices, and refills, see page 8.



## Save time and money when you need care quickly<sup>2</sup>

When it's *not* an emergency, you can take advantage of these options with Kaiser Permanente providers:

- Schedule a same-day telephone or video visit
- Schedule a same-day appointment at one of our medical offices
- Walk in to one of our 24/7 urgent care locations

With these options, you'll have a lower copay than for the emergency room, and could save hours of wait time.



## Resources for healthy living<sup>3</sup>

- Go to [kp.org/selfcareapps](https://kp.org/selfcareapps) to learn about Calm and myStrength, two self-care apps available at no cost to adult members.
- For additional resources, including wellness coaching, health education classes, and more, see page 16.

myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Health, Inc.

**1.** For certain drugs, Kaiser Permanente requires the use of similar, alternative medications prior to coverage. See the Dual Choice PPO formulary for more information at [kp.org/dualchoice-georgia](https://kp.org/dualchoice-georgia). **2.** In an emergency, call 911 or go to the nearest emergency room. **3.** 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.



# Getting care

No matter what kind of care you need, we've got you covered. Each time you need care—whether it's primary care, specialty care, or urgent care—you can choose from the following provider options:<sup>1</sup>

## In-Network Providers

**Kaiser Permanente providers:** Carefully selected doctors in our medical offices

- Lowest out-of-pocket costs for urgent care, primary and specialty office visits, and prescriptions
- Virtually no paperwork or claims to file
- Doctors from some of the top medical schools and training programs in the country
- At most Kaiser Permanente offices, see your doctor plus get labs, X-rays, and prescriptions all under one roof
- Coordinated, personalized care from providers who are connected to one another and to you through our electronic health record system
- Schedule appointments, email your doctor, refill prescriptions and more—online or via the Kaiser Permanente app

**Network providers:** Our nationwide network of providers, including the PHCS network when getting care in Georgia and other Kaiser Permanente states (see page 10), or from the Cigna PPO Network when you get care outside a Kaiser Permanente state.

- Slightly higher out-of-pocket costs for urgent care, primary and specialty office visits, and prescriptions
- Virtually no paperwork or claims to file
- Before your visit, you should confirm that the provider participates in our network at [kp.org/dualchoice-georgia](https://kp.org/dualchoice-georgia)
- Certain services will require that your provider call us at **1-800-221-2412** for precertification at least three days prior to the procedure

## Out-of-Network Providers

- Any other licensed provider
- Highest out-of-pocket costs
- May be required to pay up front and file a claim for reimbursement
- May be billed any difference between what your provider charges for a service and what we agreed to pay them
- Certain services will require that your provider call us at **1-800-221-2412** for precertification at least three days prior to the procedure

You'll usually be asked to pay your share of costs (copayment, coinsurance, or deductible) at your visit. For your plan's benefit information, visit [kp.org](https://kp.org) or see your *Certificate of Insurance (COI)* mailed to you after you enrolled.

## Your ID Card and Sleeve

By now, you should have received your ID card and a sleeve to hold your card. Bring them wherever you go to receive care or services. (If you still need an ID card, call Customer Service at **1-855-364-3185**.)

When using your card at network or out-of-network providers, tell the provider you have a PPO plan and show them the ID card sleeve. The sleeve will help answer questions and has phone numbers the provider might need.

1. Not all services are covered under all benefit levels.

# Get the right care, at the right place

For 24/7 advice on the best way to get the care you need, call **404-365-0966**.

## Routine Care

### What it's for

An expected care need such as a checkup or general, non-urgent health issues like aches and pains or trouble sleeping.

### Where to get it

#### In-Network Providers

##### Kaiser Permanente providers:

- Hundreds of doctors in over 25 Kaiser Permanente medical offices, most with lab, X-ray and pharmacy under the same roof
- For doctors and locations, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)
- To schedule an appointment, call **404-365-0966 (TTY 711)**, visit [kp.org](http://kp.org), or use the Kaiser Permanente app

##### Network providers:

- Thousands of participating PHCS and other physicians in metro Atlanta. Hundreds of thousands of PHCS providers and thousands of facilities in other

Kaiser Permanente states (see page 10), and Cigna PPO Network providers in non-Kaiser Permanente states.

- No referral needed
- For doctors and locations, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)
- To schedule an appointment, call the doctor's office directly
- When checking in, show the sleeve that came with your ID card to help the provider understand you have a PPO plan

#### Out-of-Network Providers

- Any other licensed provider nationwide
- To schedule an appointment, call the doctor's office directly
- You may have to pay full cost up front and file a claim for reimbursement

## Paying for care

You'll usually be asked to pay your share of costs (e.g., copayment) at your visit. When getting care at a Kaiser Permanente office (or other in-network facility), you usually won't have to file claims. For your plan's benefit information, see your *Evidence of Coverage* or visit [kp.org/coverageandcosts](http://kp.org/coverageandcosts). Or visit [kp.org/costestimates](http://kp.org/costestimates), where you can get personalized cost estimates for specific services.



## Specialty Care

### What it's for

Specialized care for a specific need such as dermatology, orthopedics or cardiology.

### Where to get it

#### In-Network Providers

##### Kaiser Permanente providers:

- Specialists in select Kaiser Permanente medical offices, most with lab, X-ray and pharmacy under the same roof
- No referral needed
- For doctors and locations, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)
- To schedule an appointment, call **404-365-0966** (TTY **711**), visit [kp.org](http://kp.org), or use the Kaiser Permanente app

##### Network providers:

- Hundreds of participating specialists
- No referral needed
- For doctors and locations, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)
- To schedule an appointment, call the doctor's office directly
- Precertification may be required

#### Out-of-Network Providers

- Any other licensed provider nationwide
- To schedule an appointment, call the doctor's office directly
- You may have to pay full cost up front and file a claim for reimbursement

## Urgent Care

### What it's for

An illness or injury that requires prompt medical attention, but is not an emergency medical condition. Urgent Care includes:

- Minor injuries like sprains or broken fingers/toes
- Minor wounds needing stitches
- Fever or severe sore throat
- Ear aches
- Minor breathing issues
- Minor stomach pain

### Where to get it

#### In-Network Providers

##### Kaiser Permanente providers:

- Three Kaiser Permanente medical offices offer advanced, walk-in urgent care – with lab, imaging, and pharmacy under the same roof – 24 hours a day, 7 days a week
- Walk-in care at a network of affiliated urgent care centers, some with evening and weekend hours
- For locations, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)
- For 24/7 medical advice call **404-365-0966**

##### Network providers:

- Walk-in care at participating PHCS urgent care centers in Georgia and other Kaiser Permanente states (see page 10), and Cigna PPO Network urgent care centers in non-Kaiser Permanente states
- For locations, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)



## Out-of-Network Providers

- Any other licensed provider
- You may have to pay full cost up front and file a claim for reimbursement

## 24/7 Advanced Urgent Care

When you get urgent care at one of our three Kaiser Permanente 24/7 Advanced Care Centers, you can get:

- Shorter wait times than the hospital ER
- Lower out-of-pocket costs than the ER
- The convenience of lab, X-ray, and pharmacy under the same roof
- Peace of mind knowing prescriptions you receive will be covered in-network by your plan
- Care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach pain, or dehydration

### Gwinnett

3650 Steve Reynolds Blvd, Duluth

### Southwood

2470 Mt. Zion Parkway, Jonesboro

### TownPark

750 Townpark Lane, Kennesaw

## Emergency Care<sup>1</sup>

### What it's for

An emergency medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, such as:

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

### Where to get it

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest hospital emergency room—even if it's not affiliated with Kaiser Permanente. Your care will be covered at the in-network level of benefits.

If you go to Emory Decatur Hospital or Emory Saint Joseph's Hospital, Kaiser Permanente physicians will be on site to care for you or manage your care with Emory providers. Your care team will work together with access to your medical record – so you get coordinated, personalized care.<sup>2</sup>

1. List does not include all possible symptoms and conditions. If you need care—including observation and admission—after your condition has been stabilized, you, a family member, or the hospital must call us at the precertification number on the back of your ID card first. (That way, we can coordinate future care, and if you are out-of-network and it makes sense based on your condition, we can arrange a transfer to a Kaiser Permanente Affiliated Hospital.) Otherwise, you may be responsible for the full cost of your post-stabilization care. 2. Records normally only include care received by Kaiser Permanente providers.

## Inpatient Hospital Care

### What it's for

You can receive a wide range of scheduled services from leading specialists in everything from heart disease to cancer to a major knee injury. When you need inpatient hospital care, your physician will help decide which facility is best for you, and can help you get precertification if needed.

### Where to get it

#### In-Network Hospitals

- Well-known hospitals including Children's Healthcare of Atlanta, Emory Decatur Hospital, Emory Saint Joseph's Hospital, and Northside Hospital Atlanta
- At Emory Decatur and Emory Saint Joseph's, you'll get care from a Kaiser Permanente doctor who has access to your electronic medical record<sup>1</sup>
- You also have access to many other network hospitals
- Your personal physician will decide which facility is best for you
- For locations, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)

#### Out-of-Network Hospitals

- Any other licensed hospital
- You may have to pay full cost up front and file a claim for reimbursement

## Prescriptions

No matter which doctor writes your prescription, you can choose the pharmacy where you get it filled. Your out-of-pocket cost will vary depending on the type of drug (for example, generic or brand) and where you have it filled.

### Where to go

#### In-Network Pharmacies

##### Kaiser Permanente pharmacies:

- Any of the pharmacies in Kaiser Permanente medical offices. (If you're already there for a doctor visit, just pick up your medication on your way out the door!)
- For locations, or visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)

##### Network pharmacies:

- Hundreds of participating pharmacies (through the MedImpact MedCare Pharmacy Network), including Rite Aid, Kroger, Publix, Walgreens, Target, and Costco
- For locations, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia)

#### Out-of-Network Pharmacies

- Any other licensed pharmacy
- You may have to pay full cost up front and file a claim for reimbursement

1. Records normally only include care received by Kaiser Permanente providers.

## What's covered

Most prescriptions are covered, but your coverage and out-of-pocket costs vary depending on the drug and where you fill your prescription. For help, just give Customer Service a call at **1-855-364-3185**.

For certain prescription drugs, you or your provider will need to get precertification. To obtain precertification, your physician should call **1-800-788-2949**.

## Lab Tests

Your doctor will usually recommend where to go for your lab tests. When getting care from a doctor in a Kaiser Permanente medical office, most locations have lab services right in the same building. When getting care from any other provider, to keep your costs down, it's best to make sure the recommended lab facility is an in-network provider. To verify, visit [kp.org/dualchoice-georgia](https://kp.org/dualchoice-georgia).

## X-rays and other Imaging Services

Your doctor will usually recommend where to go for imaging services. When getting care from a doctor in a Kaiser Permanente medical office, most locations have X-ray services right in the same building. A few locations also have MRI, CT, and other imaging services. When getting care from any other provider, to keep your costs down, it's best to make sure the recommended imaging facility is an in-network provider. To verify, visit [kp.org/dualchoice-georgia](https://kp.org/dualchoice-georgia).

## Refills to your home<sup>2</sup>

When written by a Kaiser Permanente doctor, you can get your prescription refills sent right to your home with no cost for shipping. You can also save money by ordering a 90-day supply. Visit [kp.org/rxrefill](https://kp.org/rxrefill) or call our automated refill line at **770-434-2008**.

You can also get mail-order refills for prescriptions written by a network doctor. For more information, visit [walgreensmail.com](https://walgreensmail.com) or call our Network Pharmacy Administrator, MedImpact at **1-800-788-2949 (TTY 711)**.

<sup>2</sup> Keep in mind that not all drugs are available through the mail service. Examples of drugs that cannot be mailed include Controlled substances as determined by state and/or federal regulations; medications that require special handling; medications administered by or requiring observation by medical professionals; and medications affected by temperature.

## Claims

When you receive care from in-network providers and pharmacies, you will not need to file any claims.

If you do need to file a claim (most likely when using an out-of-network provider or pharmacy), here's how:

### For pharmacy claims:

To get a pharmacy claim form, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia) or call Customer Service at **1-855-364-3185** (TTY **711**).

### For provider claims:

To get a claim form, visit [kp.org/dualchoice-georgia](http://kp.org/dualchoice-georgia) or call Customer Service at **1-855-364-3185** (TTY **711**).

## Precertification

For some services, regardless of whether the provider you use is in-network or out-of-network, you are required to get prior approval, called "precertification". This helps ensure that care is medically necessary, cost effective, and the most appropriate treatment for your condition based on nationally recognized standards.

Precertification is required for some outpatient and inpatient care, such as hospital surgical procedures<sup>1</sup>.

Your provider must call **1-800-221-2412** for precertification at least three days prior to the procedure. Precertification is not required for emergency care, but is required for any hospital care needed after you are stabilized.

Please note that if you don't get precertification for a service that requires it, your claim may be denied. If any service is denied, you have the right to appeal.

For a listing of covered services requiring precertification, please see the Kaiser Permanente *Dual Choice PPO Certificate of Insurance (COI)* mailed to you after you enrolled.

## Care in other states

In Georgia and the other Kaiser Permanente states listed below, you have access to PHCS providers. In non-Kaiser Permanente states, you have access to the Cigna PPO Network providers.

### Kaiser Permanente states:

California  
Colorado  
Georgia  
Hawaii  
Maryland  
Oregon  
Virginia  
Washington  
Washington, D.C.

<sup>1</sup> Be sure your doctor calls **1-800-221-2412** for precertification at least three days prior to the procedure. If you don't get precertification for a service or prescription that requires it, we may deny all or part of your claim.

# Get convenient care with Kaiser Permanente providers

With same-day in-person and virtual care options from Kaiser Permanente, it's convenient to get the care you need while enjoying your in-network, Kaiser Permanente provider benefits. 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, and 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 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 need care quickly (but it's not an emergency), you can get 24/7 walk-in care at our three Advanced Care Centers. Even get care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach pain, and dehydration.  
  
You also have access to a broad network of contracted urgent care centers.
- **At the hospital:** You'll have access to inpatient care at Children's Healthcare of Atlanta, Emory Decatur Hospital, Emory Saint Joseph's Hospital, Northside Hospital Atlanta, and others. Your personal physician 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** for travel support.<sup>3</sup> Even while traveling, you're still covered for emergency and urgent care.

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. ET, and it reopens the day after a holiday at 7 a.m. ET.



# Find a convenient 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 Road  
Alpharetta, GA 30005

**2** **Athens Medical Office**  
2142 West Broad Street  
Building 200  
Athens, GA 30606

**3** **Brookwood at Peachtree Medical Office**  
1745 Peachtree Road  
Suite U  
Atlanta, GA 30309

**4** **Cascade Medical Center**  
1175 Cascade Parkway  
Atlanta, GA 30311

**5** **Conyers Medical Office**  
1478 Dogwood Drive  
Conyers, GA 30013

**6** **Crescent Medical Center**  
200 Crescent Centre Parkway  
Tucker, GA 30084

**7** **Cumberland Medical Center**  
2525 Cumberland Parkway 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 Road  
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 Road, 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 Drive  
Lithonia, GA 30058

**18** **Sandy Springs Medical Office**  
1100 Lake Hearn Drive NE  
Suites 250 & 500  
Sandy Springs, GA 30342

**19** **Snellville Medical Office**  
2240 Fountain Drive  
Snellville, GA 30078

## 24/7 URGENT CARE

**20** **Southwood Comprehensive Medical Center and 24/7 Advanced Care Center**  
2400 Mt. Zion Parkway  
Jonesboro, GA 30236

**21** **Stonecrest Medical Center**  
8011 Mall Parkway  
Lithonia, GA 30038

**22** **Sugar Hill-Buford Medical Center**  
1435 Broadmoor Blvd.  
Sugar Hill, GA 30518

## 24/7 URGENT CARE

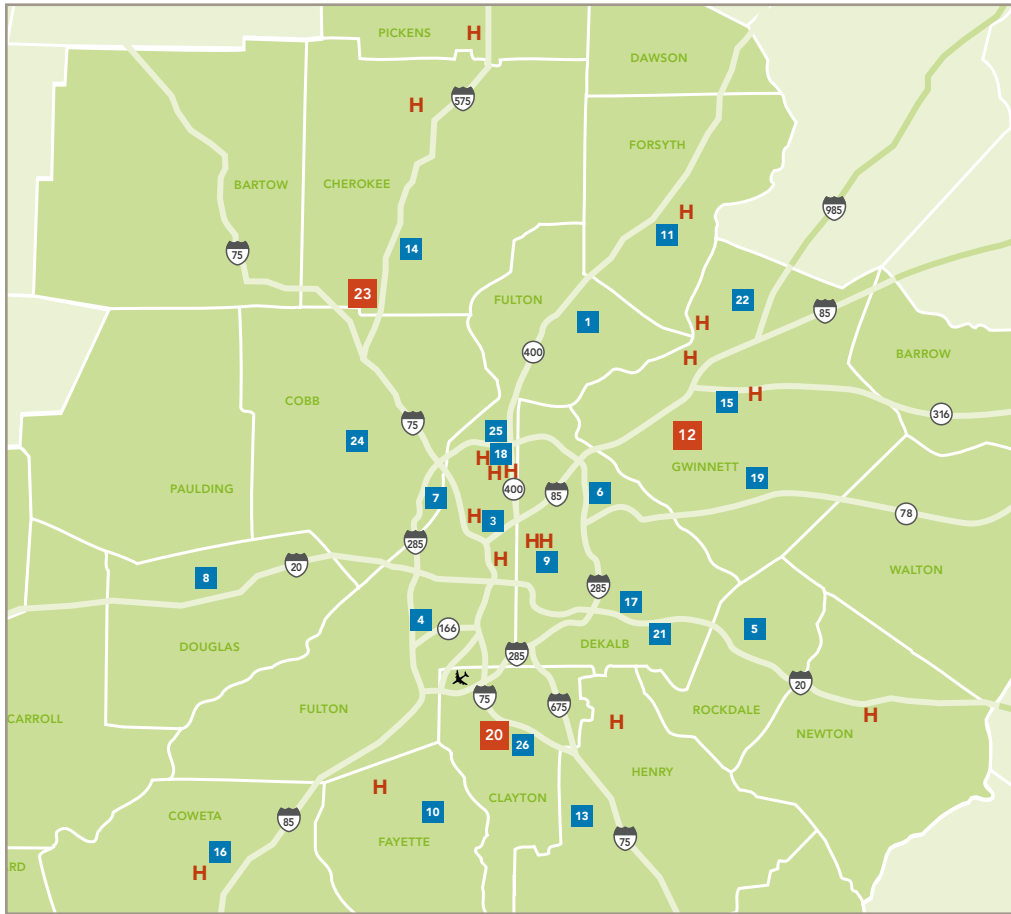
**23** **TownPark Comprehensive Medical Center and 24/7 Advanced Care Center**  
750 TownPark Lane  
Kennesaw, GA 30144

**24** **West Cobb Medical Center**  
3640 Tramore Pointe Parkway  
Austell, GA 30106

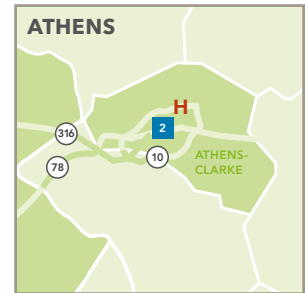
## Specialty care facilities (primary care not offered)

**25** **Glenlake Comprehensive Specialty Center**  
20 Glenlake Parkway  
Sandy Springs, GA 30328

**26** **Southwood Specialty Center**  
2470 Mt. Zion Parkway  
Jonesboro, GA 30236



Map not to scale. Locations not exact.



**Kaiser Permanente In-Network Providers**

- Kaiser Permanente Medical Facilities
- Kaiser Permanente Medical Facilities also offering 24/7 Urgent Care
- H Contracted Hospitals\*

## 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.



\* 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.

# 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 free online tool.

### Healthy Lifestyle programs

These free online programs create customized action plans to help you eat healthy, lose weight, quit smoking, reduce stress, sleeping 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 your own free wellness coach at **1-866-862-4295**.

### Healthy living classes

Free or low-cost health classes in our medical offices or virtually 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 free 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

#### Certificate of Insurance (COI)

Provides more-detailed information about your benefits and getting care. Download a copy of your coverage documents at [kp.org/dualchoice-georgia](https://kp.org/dualchoice-georgia).

#### 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

## NONDISCRIMINATION NOTICE

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

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

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

If you believe that Kaiser Permanente Insurance Company has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: KPIC Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE, Atlanta, GA 30305-1736, or by phone at Member Services: 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 nínizín:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi ná hóló, koji' hódíílnih **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

## **Customer Service**

For questions about using your plan, your benefits and coverage, or to request a copy of your **Certificate of Insurance (COI)**, which has a complete list of the services covered in your plan, call:

**1-855-364-3185 (TTY 711)**

Monday-Friday, 8 a.m. to 6 p.m.

You can also visit [kp.org/dualchoice-georgia](https://kp.org/dualchoice-georgia) for information.

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## **Kaiser Permanente Providers**

To get advice or to make most appointments at Kaiser Permanente medical offices, call:

**404-365-0966 (TTY 711)**

24 hours a day, seven days a week

To schedule specialty appointments with Kaiser Permanente doctors call  
Monday-Friday, 7 a.m. to 7 p.m.

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## **Network Providers**

To find a provider or confirm a doctor, pharmacy or urgent care center is in the network, visit:

[kp.org/dualchoice-georgia](https://kp.org/dualchoice-georgia)



INDICIA  
FPO

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.

