

VISITING MEMBER SERVICES

Getting care away from home

For travel in other Kaiser Permanente areas

Getting care in Kaiser Permanente service areas

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

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

You can get care in these areas and find Kaiser Permanente locations at [kp.org/kpfacilities](https://www.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 anywhere in the world.[†] Routine services aren't covered, so make sure to get them before your trip if you're traveling elsewhere. Routine services include prevention, exams, checkups and services for ongoing medical conditions.

*Subject to requirements and limitations in your health plan coverage document.

[†]Please refer to your *Evidence of Coverage, Certificate of Insurance, or Summary Plan Description* for details.

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Do you have one of these plans?

If so, this brochure may not apply to you, or the services available 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*, *Certificate of Insurance*, or *Summary Plan Description*, or call Member Services in your home area.

- **HSA-qualified deductible plans.** If you're a member of an HSA-qualified plan outside of California, you're covered only for emergency care or urgent care outside of your home area. If you're a member of an HSA-qualified plan in Northern California or Southern California, your coverage includes routine care in both California regions.
- **Medicare:** This brochure does not apply to you. Please refer to the On the Go brochure or call Member Services in your home area for details.
- **Medicaid:*** This brochure does not apply to you. Please call Member Services in your home area for details.
- **Preferred provider organization (PPO) and out-of-area plans.** These plans offer nationwide access to care. Please see your *Certificate of Insurance* 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.

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

Kaiser Permanente (KP) Washington Options PPO members:

- are covered in-network for emergency care anywhere, including KP providers in other KP regions when outside of the home service area.
- may receive routine care at an out-of-network benefit level from any licensed provider in the United States. Routine care from KP providers in service areas outside the home area is not currently treated as in-network and may be subject to out-of-pocket expenses for services.

For more information, call **1-800-446-4296**.

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

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 service area and also have access to providers nationwide. See your *Certificate of Insurance* for additional details.

Members enrolled in Medigap plans offered by Kaiser Permanente Washington are not eligible to receive visiting member services.

For plan details, see page 11.



Care while traveling

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

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

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.†

*Subject to the terms and conditions including prior authorization, approval and cost sharing requirements of your plan coverage issued in your home area.

†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)*, *Certificate of Insurance*, or *Summary Plan Description* for details.

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, flu or similar symptoms

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.

What services are available?*

Inpatient services

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

Outpatient services

- Office visits
- Outpatient surgery (with certain exceptions)
- Allergy tests and allergy injections
- Physical, occupational, and speech therapy[†]
- Prenatal and postnatal care
- Chemotherapy
- Vision exams

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

Home health care services[‡]

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

Hospice services

Home-based hospice services inside a Kaiser Permanente service area

*This brochure does not include a complete list of exclusions or available services. Services may vary by service area. For more specific information about visiting member services, call the Away from Home Travel Line at **951-268-3900**.

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

[‡]Certain limitations apply to home health care.

What services may be available with prior approval from your home area?

If these services are included in your plan as described in your *Evidence of Coverage*, *Certificate of Insurance*, *Summary Plan Description*, or *Member Handbook*, and are available in the host region, they are available to you but require prior approval from your home area.

- Services related to infertility and artificial conception
- Gender-confirming surgery and related services, other than services determined to be provided by all regions (refer to relevant policies)
- Services related to bariatric surgery and treatment
- Organ and blood/marrow transplants and related care
- Durable medical equipment
- Chronic dialysis

What services aren't available?

Services, equipment, and supplies not covered under your plan are detailed in your *Evidence of Coverage*, *Certificate of Insurance*, *Summary Plan Description*, or *Member Handbook*. You can also get more specific information on visiting member services available to you by calling the Away from Home Travel Line at **951-268-3900**.

- Dental services and dental X-rays (non-emergent or urgent dental services/X-rays are covered under a different benefit)
- Alternative medicine and complementary care
- Orthotics, prosthetics, hearing aids, eyeglasses, and contacts



Care where you need it

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

Call the Away from Home Travel Line[†] at **951-268-3900** and let them know you plan to visit another Kaiser Permanente service area for care.

- You'll get a medical record number (MRN) or health record number (HRN) and information on making an appointment.

You'll only use this MRN or HRN in the area you're visiting. You will use the same MRN or HRN whenever you visit the area. There is no need to get a new MRN or HRN if you visit the area again.

When you get back home, you'll use your home MRN or HRN to get care.

Do I need approval first?

Certain types of care require approval by Kaiser Permanente.

Call the Away from Home Travel Line[†] at **951-268-3900** for more information.

What happens if I move?

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



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 for any services, call the Away from Home Travel Line[†] at **951-268-3900**.

To get reimbursed,** you'll need to submit a claim in your home area. Make sure you ask for copies of all receipts.

*When you get care in other Kaiser Permanente areas, your home-area claims and grievance processes still apply. Members can file a grievance with or without a denial letter. See your *Evidence of Coverage, Certificate of Insurance, or Summary Plan Description* for details.

[†]This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays

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

**Reimbursement subject to the terms and limitations of your health plan coverage document such as *Evidence of Coverage or Certificate of Insurance*.



For more information

Extra resources

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

- Refer to your *Evidence of Coverage*, *Certificate of Insurance*, or *Summary Plan Description*.
- Contact Member Services in your home area.
- 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.



For 24/7 travel support anytime, anywhere, call the Away from Home Travel Line* at **951-268-3900** or visit **kp.org/travel**.

My Health Manager, a secure area of our website that gives you access to doctors and health information, is only available for use in your home region.

*This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.

Keep this information handy

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

Trip 1

Kaiser Permanente service area you're visiting:

Medical/health record number:

Notes

Trip 2

Kaiser Permanente service area you're visiting:

Medical/health record number:

Notes

Trip 3

Kaiser Permanente service area you're visiting:

Medical/health record number:

Notes

For plan details

You'll find more detailed, up-to-date information about getting care in the following document(s) that apply to your health coverage:

- *Evidence of Coverage (EOC)*, if your coverage is directly through Kaiser Foundation Health Plan
- *Certificate of Insurance (COI)*, if your coverage is directly through Kaiser Permanente Insurance Company
- *Summary Plan Description (SPD)*, if your coverage is through your employer's self-funded plan

Contact Member Services in your home area to request a copy of your *EOC* or *COI*. To request a copy of your *SPD*, contact your employer.

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. Services for fully-insured PPO plans are provided and/or arranged by Kaiser Permanente Insurance Company.

Before you go ...

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

- Register on kp.org** to see your home area health information and email your Kaiser Permanente doctor at home or away from home anytime.
- Get our KP app** to stay connected when you're on the go.
- Consult your doctor** if you need to manage a condition during your trip.
- Refill your eligible 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

- Pack 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.
- If you travel by plane, keep your prescription medications with you in your carry-on baggage.**
- Away from Home 24/7 Travel Support: 951-268-3900 or kp.org/travel (TTY 711)**

*These features are available when you register on kp.org and seek care from Kaiser Permanente physicians.



Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language Assistance Services

California

English: We provide interpreter services at no cost to you, 24 hours a day, 7 days a week, during all hours of operation. You can have an interpreter help answer your questions about our health care coverage. You can also request materials translated in your language at no cost to you. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

Spanish: Ofrecemos servicios de traducción al español sin costo alguno para usted durante todo el horario de atención, 24 horas al día, siete días a la semana. Puede contar con la ayuda de un intérprete para responder las preguntas que tenga sobre nuestra cobertura de atención médica. Además, puede solicitar que los materiales se traduzcan a su idioma sin costo alguno. Solo llame al **1-800-788-0616**, 24 horas al día, siete días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

Chinese: 我們每週7天，每天24小時在所有營業時間內免費為您提供口譯服務。您可以請口譯員協助回答有關我們健康保險的問題。您也可以免費索取翻譯成您所用語言的資料。我們每週7天，每天24小時均歡迎您打電話**1-800-757-7585** 前來聯絡（節假日休息）。聽障及語障專線（TTY）使用者請撥**711**。

Colorado

Kaiser Foundation Health Plan of Colorado complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Usted tiene derecho a obtener ayuda en su idioma sin costo alguno. Si tiene preguntas acerca de su solicitud o cobertura a través de Kaiser Permanente, o si este es un aviso que requiere que usted tome alguna medida antes de una fecha determinada, llame al 1-800-632-9700 (línea TTY 711) para hablar con un intérprete.

Quý vị có quyền được nhận trợ giúp miễn phí bằng ngôn ngữ của mình. Nếu quý vị có các câu hỏi về mẫu đơn hoặc mức bảo hiểm của mình thông qua Kaiser Permanente, hoặc đây là thông báo yêu cầu quý vị thực hiện vào một ngày cụ thể, hãy gọi 1-800-632-9700 (TTY 711) để trò chuyện với phiên dịch viên.

Georgia

Kaiser Foundation Health Plan of Georgia, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Usted tiene derecho a obtener ayuda en su idioma sin costo alguno. Si tiene preguntas acerca de su solicitud o cobertura a través de Kaiser Permanente, o si este es un aviso que requiere que usted tome alguna medida antes de una fecha determinada, llame al 1-888-865-5813 (línea TTY 711) para hablar con un intérprete.

您有權免費以您的語言獲得幫助。如果您對您的 Kaiser Permanente 申請或承保有任何疑問，或者如果本通知要求您在具體日期之前採取措施，請撥打 1-888-865-5813 (TTY 711) 與口譯員進行溝通。

Hawaii

Kaiser Foundation Health Plan, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Adda ti karbenganyo a dumawat iti tulong iti pagsasaoyo nga awan ti bayadanyo. No addaankayo kadagiti saludsod maipanggep ti aplikasionyo wenno coverage babaen ti Kaiser Permanente, wenno daytoy ket maysa a pakdaar a kalikagumanna a rumbeng nga aramidenyo ti addang iti espesipiko a petsa, tawagan ti 1-800-966-5955 (TTY 711) tapno makipatang ti maysa mangipatarus iti pagsasao.

Mayroon kang karapatan na kumuha ng tulong sa iyong wika nang walang bayad. Kung mayroon kang mga katanungan tungkol sa iyong aplikasyon o coverage sa pamamagitan ng Kaiser Permanente, o kung ito ay abisong nangangailangan ng iyong aksyon sa tiyak na petsa, tumawag sa 1-800-966-5955 (TTY 711) para makipag-usap sa tagapagsalin.

Mid-Atlantic States

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Usted tiene derecho a obtener ayuda en su idioma sin costo alguno. Si tiene preguntas acerca de su solicitud o cobertura a través de Kaiser Permanente, o si este es un aviso que requiere que usted tome alguna medida antes de una fecha determinada, llame al 1-800-777-7902 (línea TTY 711) para hablar con un intérprete.

귀하에게는 한국어 통역서비스를 무료로 받으실 수 있는 권리가 있습니다. Kaiser Permanente 를 통한 귀하의 보험 신청서나 보험 보장 범위에 관해 질문이 있을 경우 또는 이 통지서의 요구대로 어느 날짜까지 조치를 취해야만 하는 경우, 1-800-777-7902 (TTY 711)로 연락해 통역사와 통화하십시오.

Northwest

Kaiser Foundation Health Plan of the Northwest complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Usted tiene derecho a obtener ayuda en su idioma sin costo alguno. Si tiene preguntas acerca de su solicitud o cobertura a través de Kaiser Permanente, o si este es un aviso que requiere que usted tome alguna medida antes de una fecha determinada, llame al 1-800-813-2000 (línea TTY 711) para hablar con un intérprete.

您有權免費以您的語言獲得幫助。如果您對您的 Kaiser Permanente 申請或承保有任何疑問，或者如果本通知要求您在具體日期之前採取措施，請撥打 1-800-813-2000 (TTY 711) 與口譯員進行溝通。

Washington

Kaiser Permanente complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

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 1-888-901-4636 (TTY：1-800-833-6388 / 711)。