

# Traditional HMO Plan<sup>1</sup>

A better way to get and stay healthy.



Your HMO plan gives you access to preventive care, specialists, and health resources that can help you thrive. And, with a vast array of online tools to manage your health, you'll have the tools you want, when and where you need them.

Not sure where to start? Register on [kp.org](https://kp.org).

## It's easy to get the care you need

At Kaiser Permanente, our mission is to take care of you. As a member of our HMO plan:

- **Save time:** Visit our medical offices to see your doctor, and get lab work and X-rays done—all in the same place (in most locations, you can even pick up a prescription).<sup>2</sup>
- **Avoid extra questions and paperwork:** Your care team members are connected to each other, and to you, through your electronic health record. So they'll know important things about your health, like when you're due for a screening and what medications you're taking.<sup>2</sup>
- **Connect with care wherever you are:** No time for an appointment? No problem. Connect with your care team through email, online chat, phone, or even video visits.<sup>2,3</sup>

## Get great care and coverage—together

- **Choose a physician:** Choose to receive care from more than 1,100 Kaiser Permanente doctors, one of the largest multispecialty groups in Colorado, or an affiliated plan doctor. If your needs change, you can make a change, anytime. Visit [kp.org/locations](https://kp.org/locations) to search for Kaiser Permanente physicians and affiliated plan providers near you.<sup>4</sup>
- **Use a variety of services:** Our HMO plan includes primary care, select specialty care, urgent care at designated offices, as well as pharmacy, lab, radiology, vision, and audiology services, where offered.
- **Stay healthy:** Prevention plays a vital role in health care. To catch problems early, we offer preventive screenings and routine appointments. To help you stay healthy, we offer classes and resources—many of them online.

## How it works

**Routine care:** This is generally covered with a fixed copayment and includes doctor visits, inpatient hospitalization, urgent care, and much more. Preventive visits, such as physicals, adult screenings, well-child care, and certain immunizations, are available as well.

**Specialized care:** If you'd like to see a specialist, you can schedule a consultation with virtually any Kaiser Permanente specialist, or an affiliated plan specialist, no referral needed, with a few exceptions.<sup>4</sup>

Once you reach your out-of-pocket maximum, Kaiser Permanente will pay 100 percent for most covered services for the rest of the year.<sup>5</sup>

## Prescriptions

You can always fill or refill your prescriptions at any Kaiser Permanente pharmacy. Depending on the type of medication, you may also be able to fill your formulary prescriptions at an affiliated plan pharmacy, or have them delivered to your doorstep using mail order pharmacy or our convenient same-day/next-day delivery service.<sup>6</sup>

New to Kaiser Permanente? Don't worry. Our clinical pharmacists will work with you and your doctor to understand our formulary and transfer your prescriptions. Our formulary is listed online at [kp.org/formulary](https://kp.org/formulary), or call our Clinical Pharmacy Call Center at **1-866-244-4119 (TTY 711)**, 8 a.m. to 6 p.m., weekdays.

## Emergency and inpatient care

When it comes to emergency care, you're covered anywhere in Colorado, the nation, and the world. Emergency care copays are waived if you're admitted to a hospital. For scheduled inpatient care, you'll have a choice of hospitals close to home. Visit [kp.org/locations](https://kp.org/locations) to find a convenient location near you.

## Easy ways to manage your health

Personalized, online wellness programs, webinars, and classes give you the tools to fit wellness into your schedule, no matter how busy you are. And if you have a chronic condition, such as asthma, heart disease, or diabetes, we provide extra coordinated support through our chronic care management programs, including assistance with complex care needs.

**Questions?** Call Member Services at **303-338-3800** or toll-free **1-800-632-9700**. Representatives are available weekdays, from 8 a.m. to 6 p.m.

TTY users may call **711** for assistance with any phone number above.

**Take your health beyond checkups with a partner who provides the information and support you need to live life to the fullest.**

The information provided here is a summary only. For a list of services available with your plan, see your Summary of Benefits and Coverage. Upon enrollment, your Evidence of Coverage will contain a description of your coverage, including benefits, exclusions, and limitations. Your Evidence of Coverage will prevail over this or any other plan summary.

1. Colorado state law requires that an Access Plan be available that describes Kaiser Foundation Health Plan of Colorado's network provider services. To obtain a copy, please call Member Services or visit [kp.org](https://kp.org).
2. Available when receiving care at a Kaiser Permanente medical office.
3. A video visit takes the place of an in-person visit with your Kaiser Permanente provider. Your provider will work with you to determine if the care you need can be met in a video visit.
4. Please see [kp.org/locations](https://kp.org/locations) for a list of providers included in your plan.
5. Coverage may be based on the calendar or contract year, depending on your specific plan provisions. See your Summary of Benefits and Coverage for details.
6. Depending on your specific plan provisions, maintenance medication refills must be filled at one of our Kaiser Permanente Plan Medical Office pharmacies or through the Kaiser Permanente mail order program or the maintenance medication will not be covered. Mail order medications cannot be mailed outside of Colorado. Some prescriptions are not eligible to be mailed or delivered. Same-day deliveries must be within a 15-mile radius of a participating pharmacy and a delivery fee applies. Some restrictions may apply.