









TRAVELING? WE'VE GOT YOU COVERED

WITH MEDICARE EXPLORER BY KAISER PERMANENTE



Travel with peace of mind knowing that Kaiser Permanente Medicare health plans include Medicare Explorer,¹ a \$1,200 annual allowance for out-of-area routine and continuing care within the United States and its territories. Your allowance could be used for office visits, labs, X-rays, physical therapy, individual or group therapy, and more. Check out the table below for a list of services you can access while traveling – along with their low and predictable costs.

Covered service	Copay	Covered service	Copay
 Preventive care (per visit)	\$0	 Physical therapy	\$55
 Primary care (per office visit)	\$20	 Behavioral health care <ul style="list-style-type: none">• Individual (per visit)• Group (per visit)	\$25
 Specialty care (per office visit)	\$55		\$15
 Labs	\$10		
 X-rays	\$25	 Part B clinically administered drugs	20% coinsurance

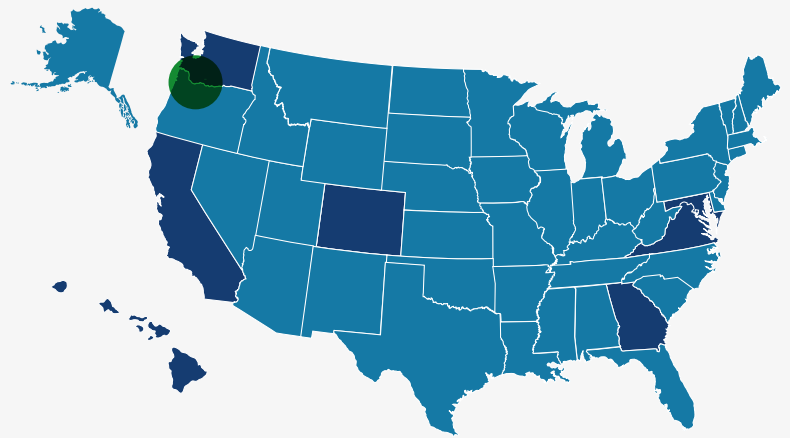
For additional details, view the *Evidence of Coverage* at kp.org/eocnw.



Provider network

For the best experience, see any provider that accepts Medicare in the United States and its territories. To find a provider that accepts Medicare, visit **Medicare.gov**. The Medicare Explorer allowance can only be used outside of Kaiser Permanente service areas, which includes all or parts of California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, D.C., and the state of Washington. To confirm that the area where you are traveling is covered by this benefit, call Member Services at **1-877-221-8221 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

Disclaimer: The above illustration is not to scale and is for illustrative purposes only.



■ YOUR REGION

NW Oregon and SW Washington

■ CARE AWAY FROM HOME

(receiving care in another Kaiser Permanente region)
CA, CO, DC, GA, HI, MD, VA, WA

■ MEDICARE EXPLORER

How to use Medicare Explorer by Kaiser Permanente

1. Find a provider. For the best experience, see any provider that accepts Medicare in the United States and its territories. Visit **Medicare.gov** for a list of providers. To confirm that the area where you are traveling is covered by this benefit, call Member Services at **1-877-221-8221 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.
2. Contact the provider directly to schedule your appointment.
3. Take your Kaiser Permanente ID card and the "Provider Instructions" card attached to this brochure to the appointment.
4. Provide payment for services received. Many providers will submit a claim on your behalf to Kaiser Permanente, and you'll only need to provide a copay. If you're asked to pay for the full cost of services, you can submit a claim for reimbursement of our share of the costs. See "Submitting a claim" below for information on how to submit claims.

Submitting a claim

Submit your claim within 12 months of the date you received the service. You can submit your claim electronically or in the mail.

Electronic claims

Fill out and submit the electronic claim form at **kp.org/travel**. You will also need to upload:

- An itemized bill that includes the date of service, services received, and cost of each item
- Proof of payment for services received such as payment receipts or bank or credit card statements

Mailed claims

Download and print a claim form from **kp.org/travel**, or call Member Services and ask them to send you the form. Complete the form and provide the below items:

- An itemized bill that includes the date of service, services received, and cost of each item
- Proof of payment for services received such as payment receipts or bank or credit card statements

Mail these items to:

Kaiser Permanente Claims Department
Northwest Region
P.O. Box 370050
Denver, CO 80237-9998

For help submitting a claim, call Member Services at **1-877-221-8221 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m. Visit **kp.org/travel** to download a claim form. Claims submitted for services not covered by this benefit will be denied. Please see your *Evidence of Coverage* for details.



Take this wallet card with you when you travel.

It includes important information for you and the provider if you need to use this out-of-area benefit to receive care while traveling.

MEDICARE EXPLORER

for Kaiser Permanente Medicare health plan members

Kaiser Permanente Member Services

1-877-221-8221 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.



We've got you covered

Our Medicare health plans include multiple services that you can utilize outside of the service area. Medicare Explorer allowance is not required for the services listed below.

Urgent and emergency care

You are covered worldwide for urgent and emergency care when you join a Kaiser Permanente Medicare health plan. Go to the nearest urgent care or emergency facility, including CVS MinuteClinic and Concentra Urgent Care² locations outside of states where Kaiser Permanente operates.

Email your Kaiser Permanente doctor

Our members can connect with their Kaiser Permanente doctor by email for nonurgent questions. Simply register for an account on **kp.org**.

Medical advice by phone

When you need medical advice or are unsure whether you need urgent care, you'll have access to us, 24 hours a day, 7 days a week, by calling **1-800-813-2000 (TTY 711)**.

Care in other Kaiser Permanente service areas

You can get most of the same services you would in your home area when visiting another Kaiser Permanente service area. You can get these services if they're provided or referred by a Kaiser Permanente doctor in the area you're visiting. Please call Member Services or our Away from Home Travel Line at **1-951-268-3900 (TTY 711)**,³ 24 hours a day, 7 days a week, except holidays, for more information about getting care when visiting another Kaiser Permanente region's service area, which includes all or parts of California, Colorado, Georgia, Hawaii, Maryland, Virginia, Washington, D.C., and the state of Washington. Please see your *Evidence of Coverage* for more details.

PROVIDER INSTRUCTIONS

- This card is for Kaiser Permanente Medicare health plan members who have an out-of-area benefit for routine and continuing care.
- To verify eligibility and the claims submission process, visit kp.org/providers/nw.



TRAVEL PLANNING CHECKLIST

Before you travel:

- ☐ Register on kp.org and download our Kaiser Permanente app to see your health information and email your Kaiser Permanente care team anytime.⁴
- ☐ Make sure you're up to date on your annual screenings and preventive care.
- ☐ Make sure you're up to date on your immunizations.
- ☐ See your doctor before you go if you need to manage a condition while traveling.
- ☐ Refill your eligible prescriptions to have enough while you're away. Call **1-800-548-9809** (TTY **711**) or order online at kp.org.
- ☐ Print a summary of your online health record in case you don't have internet access.⁴

Remember to take your Kaiser Permanente ID card and the wallet card above.

<Kaiser Permanente is an HMO and HMO-POS plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.>

¹Members are responsible for any charged amounts for covered services that exceed the annual allowance maximum of \$1,200.

²If you get care at a CVS MinuteClinic or Concentra Urgent Care in the states without Kaiser Permanente, you'll be charged a standard copay or coinsurance. If you get urgent care at a CVS MinuteClinic, Concentra Urgent Care, or any other urgent care facility in a state with Kaiser Permanente providers, you'll be asked to pay upfront for services you receive and will need to file a claim for reimbursement.

³This 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.

⁴These features are available when you get care at Kaiser Permanente facilities.

