

2016

VISITING MEMBER SERVICES

Getting care away from home

For travel in other Kaiser Permanente areas



KAISER PERMANENTE®

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. 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 physical exams, well-child checkups, and immunizations (shots).

You can get routine care for up to 90 days through Group Health Cooperative (GHC), a nonprofit group that offers care to Kaiser Permanente members. After 90 days, you will only be covered for emergency and urgent care services.

Group Health Cooperative is located in:

- East and northwest Washington
- Northern Idaho

*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 in our Northern California or Southern California areas, you can only get the services in this brochure when you're visiting a Kaiser Permanente facility in the other California region. You can't get them in any other state.
- **Medicare* and Medicaid† plans.** The services in this brochure do 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.

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

*Medicare members refer to the On the Go brochure.

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

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.

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.



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.

If you're in a Group Health Cooperative (GHC) service area, you'll need to get services from a GHC doctor. For specific GHC locations, visit ghc.org/about_gh.

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.*

*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 may be 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
- Dialysis care
- Chemotherapy

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 or a GHC service area

Hospice services

Home-based hospice services inside a Kaiser Permanente or GHC 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 aren't available?

These services, equipment, and supplies aren't available to you in other Kaiser Permanente areas:

- Services not covered under your plan as described in your *Evidence of Coverage*, *Certificate of Insurance*, *Summary Plan Description*, or *Member Handbook*, including those that are not medically necessary.
- Physical exams for insurance, employment, or licensing, and any related services
- Dental services and dental X-rays
- Vision exams
- Infertility services
- Services related to artificial conception, such as in vitro fertilization
- Experimental services and all clinical trials
- Cosmetic surgery and other services performed mainly to change appearance
- Custodial care (assistance with activities of daily living, whether at home or in a nursing home)
- Services related to sexual reassignment surgery and treatment
- Services related to bariatric surgery and treatment
- Organ transplants and related services
- Alternative medicine and complementary care, like chiropractic care
- Certain types of durable medical equipment, orthotics and external prosthetics, eyeglasses, and hearing aids



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.

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

If you're in a self-funded EPO plan, call the Customer Service number on your Kaiser Permanente ID card.

Do I need approval first?

Certain types of care require approval by Kaiser Permanente or a Group Health Cooperative (GHC) provider.

Call the Away from Home Travel Line** at **951-268-3900** for more information. If you're visiting a GHC service area, call **1-888-901-4636**.

What happens if I move?

If you move to another Kaiser Permanente or GHC service area, you may not be able to keep your current membership. You may be able to enroll in a Kaiser Permanente or GHC 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**.

If you pay for any services upfront, you may be eligible for a reimbursement.[‡] 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 does not apply to Federal Employee Health Benefits Program members.

[‡]Reimbursement amount will be subject to member's plan limitations.

**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.



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.
- For GHC service areas, call Group Health Cooperative Customer Service at **1-888-901-4636**.
- 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

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

- Bring 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.
- 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.

