

Getting care away from home

For travel in other Kaiser Permanente service areas



Getting care in Kaiser Permanente service areas

This brochure will help you get a wide range of care¹ in Kaiser Permanente service areas, which include all or parts of:

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

You can get care in these areas and find Kaiser Permanente locations at kp.org/kpfacilities.

Outside Kaiser Permanente service areas

You're covered for urgent and emergency care anywhere in the world.² 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, follow-up care, and services for ongoing medical conditions such as dialysis.

¹Subject to requirements and limitations in your *Evidence of Coverage* or other coverage documents.

²Please refer to your *Evidence of Coverage* or other coverage documents for details.

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Do you have one of these plans?

If you have one of the plans listed below, this brochure may not apply to you, or the services available may be different than what's described:

- **Medicare:** Please refer to the On the Go brochure or call Member Services in your home service area for details.
- **Medigap (offered by Kaiser Permanente Washington):** Please call Member Services in your home service area for details.
- **Medicaid:**¹ Please call Member Services in your home service area for details. Hawaii QUEST Integration members, see note below.²
- **Kaiser Permanente Insurance Company (KPIC) PPO:** Plan members can get care from PHCS providers or any licensed provider in the United States. Plan members who receive care in a Kaiser Permanente facility will have the service processed as an out-of-network provider.

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.

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 plans, your coverage is the same in another Kaiser Permanente service area as in your home service area:

1. Self-funded exclusive provider (EPO) plans administered by Kaiser Permanente Insurance Company
2. Point-of-service (POS) plans (see your *Certificate of Insurance* for additional details)
3. Kaiser Permanente Northwest PPO plans
4. Kaiser Permanente Washington Options PPO and POS members: May receive routine care from Kaiser Permanente providers in service areas outside the home area. Call Kaiser Permanente Washington Member Services before seeking care outside of the Washington service area. Call Kaiser Permanente Washington Member Services at **1-888-901-4636** or visit **kp.org/wa/travel** for more information.

For plan details, see page 6.

¹Otherwise known as Medi-Cal in California and QUEST Integration in Hawaii.

²Hawaii QUEST Integration members under the age of 21 are eligible to receive visiting member services, including routine care.



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 service 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 service area you're visiting.

These services are subject to the terms and conditions, including prior authorization, approval, and copay, coinsurance, or deductible requirements of your plan coverage issued in your home service area.

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?

Emergency care is for a medical or psychiatric condition, including severe pain, that requires immediate medical attention to prevent serious jeopardy to your health.*

Examples include:

- Chest pain or pressure
- Severe stomach pain that comes on suddenly
- Severe shortness of breath
- Decrease in or loss of consciousness

What is an urgent care need?

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but isn't an emergency medical condition.

Examples include:

- Minor injuries, cuts, backaches, earaches, upper respiratory symptoms, sore throats, frequent or severe coughs, frequent urination, or a burning sensation when urinating

What is a routine care need?

An expected need. Examples include:

- Physical exams
- Well-child checkups
- Immunizations (shots)
- Follow-up visits

If you're not sure what kind of care you need, and you have a secure login and password, you can use kp.org to send a nonurgent message to your primary care physician.

In case of an emergency

If you have a medical emergency, call **911** or go to the nearest hospital.

*If you reasonably believe you have an emergency medical condition, call **911** (if you are in the U.S.) or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.

What services are available?^{1,2}

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 therapy³
- 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 service area

Mental health/chemical dependency services

Same coverage as in your home service area

Skilled nursing facility services

Home health care services⁴

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

Hospice services

Home-based hospice services inside a Kaiser Permanente service area

What services may be available with prior approval from your home service 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're available to you but require prior approval from your home service area:

- Fertility, artificial conception, and related services
- Gender-affirming surgery and related services
- Bariatric surgery, treatment, and related services
- Organ and blood/marrow transplants and related services
- Durable medical equipment
- Chronic dialysis
- Orthotics and prosthetics

What services aren't available?

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

- Services not covered under your plan as described in your *Evidence of Coverage*, *Certificate of Insurance*, *Summary Plan Description*, or *Member Handbook*
- Dental and orthodontic services (such as dental X-rays and braces) that are unrelated to covered medical treatment of mouth or jaw
- Alternative medicine and complementary care
- Hearing aids

¹This brochure does not include a complete list of available services or exclusions. 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**.

²When visiting areas with smaller Kaiser Permanente locations, you can still receive in-person medical treatment, but it will likely be through an affiliated provider. Call the Away from Home Travel Line for more details.

³For members in Maryland, coverage for physical, occupational, and speech therapy is different. Call Member Services to learn more.

⁴Certain limitations apply to home health care.



Care when you need it

How do I get care in other Kaiser Permanente service areas?¹

Call the Away from Home Travel Line² 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) for the other Kaiser Permanente service area and information on making an appointment.

You'll only use this MRN or HRN in the service area you're visiting. You'll use the same MRN or HRN whenever you visit this service area. There's no need to get a new MRN or HRN if you visit the service 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 (closed major holidays).²

What costs should I expect?

If your plan covers your care when you visit another Kaiser Permanente service area, you'll pay what you normally would in your home region – for example, a copay, coinsurance, or deductible payment. If what you pay doesn't cover all that you owe for the care you received, you'll get a bill for the difference later.

For more specific information on your coverage, please check your plan details.

¹When you get care in other Kaiser Permanente service areas, your home-area claims and appeals, or 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.

²This 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 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.



For more information

Extra resources

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

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

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 service area to request a copy of your *EOC* or *COI*. To request a copy of your *SPD*, contact your employer.

*Washington members, visit kp.org/wa/travel.

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 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101 • 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 arranged by Kaiser Permanente Insurance Company, One Kaiser Plaza Oakland, California 94612

Keep this handy

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

Trip 1	
Kaiser Permanente service area visited	Medical/health record number

Notes	
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Trip 2	
Kaiser Permanente service area visited	Medical/health record number

Notes	
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Trip 3	
Kaiser Permanente service area visited	Medical/health record number

Notes	
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Before you go ...

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

Things to do

- ☐ **Register on kp.org** to see your home area health information and email your Kaiser Permanente doctor anytime, anywhere.
- ☐ **Get our Kaiser Permanente mobile 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

- ☐ **Take along 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 medications with you in your carry-on baggage.
- ☐ **24/7 Away from Home Travel Line: 951-268-3900 (TTY 711) or kp.org/travel**

Notes:

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

Nondiscrimination Notice

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 are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. Auxiliary aids and services for individuals with disabilities are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. You may request materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs at no cost to you. For more information, call **1-800-464-4000** (TTY users call **711**).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your *Evidence of Coverage or Certificate of Insurance* or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, Medi-Cal Access, FEHBP, or CalPERS member because you have different dispute-resolution options available.

You may submit a grievance in the following ways:

- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to *Your Guidebook* or the facility directory on our website at **kp.org** for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to *Your Guidebook* or the facility directory on our website at **kp.org** for addresses)
- By calling our Member Service Contact Center toll free at **1-800-464-4000** (TTY users call **711**)
- By completing the grievance form on our website at **kp.org**

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

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 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, 800-537-7697 (TDD). Complaint forms are available at hhs.gov/ocr/office/file/index.html.