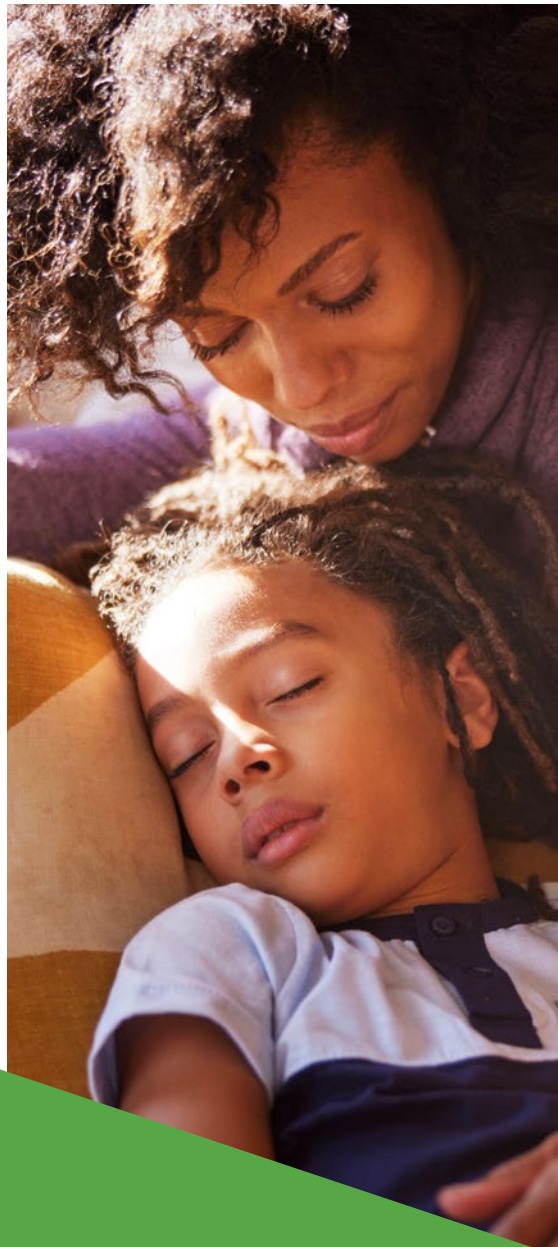


Your life is **LIKE NO OTHER...**



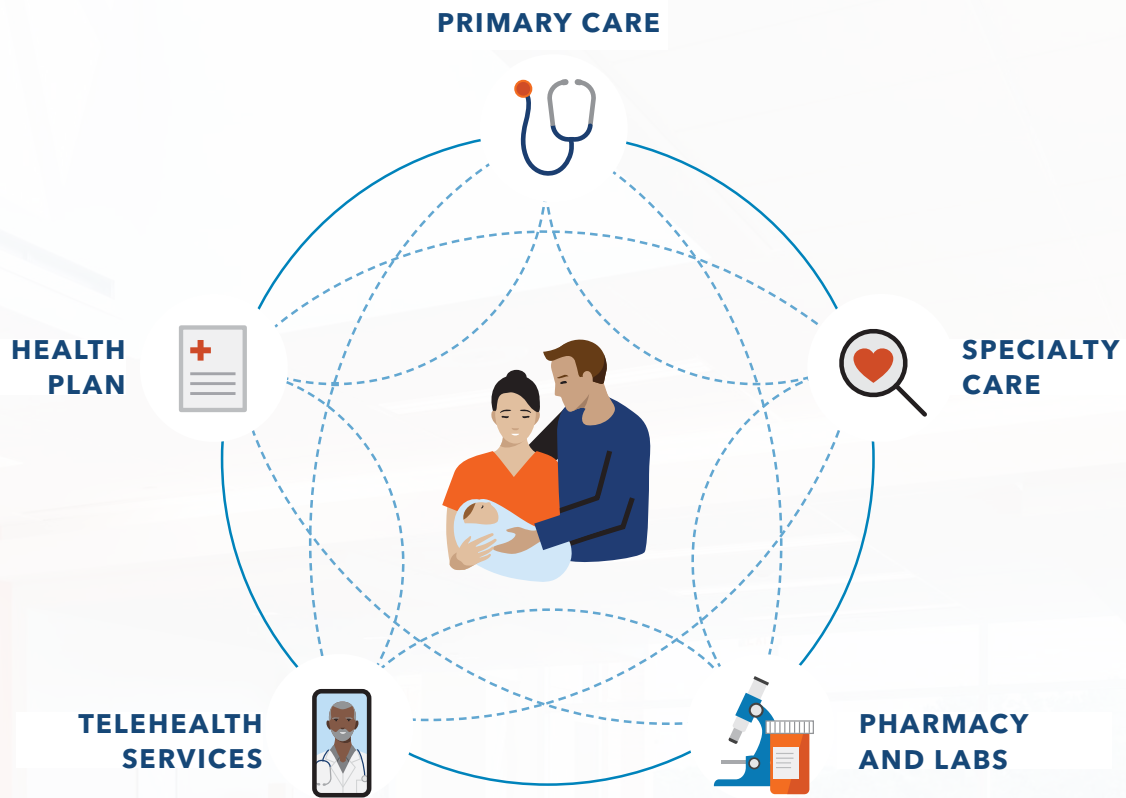
Open Enrollment Guide

kp.org/georgia





...Fortunately,
Kaiser Permanente is too



Truly connected care with you at the center

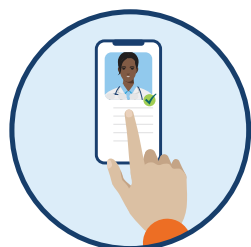
We built our care model to just make sense. Unlike traditional, disconnected health systems, we combine care and coverage together. Your doctors, hospitals, and health plan are connected in real time to your electronic medical record. So, we can always make sure we're on the same health page – yours! Prefer a digital experience? Go to georgia.kp.org/usg

Interior: SOUTHWOOD COMPREHENSIVE MEDICAL CENTER

LIKE NO OTHER

You can expect a more connected experience from the start

We get it. Changing health plans can be daunting. That's why we guide you through each step of joining Kaiser Permanente, so you can start getting the care you need in no time.



Search profiles to find the right doctor

Our online doctor profiles let you browse the many doctors and locations in your area, even before you enroll. So, you can join knowing you've found a doctor who fits your needs.



Transition your care seamlessly

Easily move prescriptions and schedule a visit with a doctor who's close to your home, work, or school. From day one, you'll have the support you need to help reach your health goals.



Connect to care online

After you enroll, create an account at kp.org or download the Kaiser Permanente app. Then manage your health on your schedule – whenever, wherever.



Want to talk? We're here to help.

A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what membership perks are included.

Call **888-865-5813** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m. ET.

So many ways to get care

You've got more ways to get quality care than ever before, so it's easier to stay on top of your health.



Visit us in person at a location near you.



Talk to a health care professional by phone or video.¹



Email

Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply usually within 2 business days.



Prescription delivery

Use the Kaiser Permanente app to fill prescriptions for delivery or same-day pickup.²



24/7 advice

Get on-demand support with 24/7 care advice by phone.



E-visit

Use our online symptom checker for certain conditions and get personalized care advice within a few hours.



Chat with a doctor

Chat live online with a Kaiser Permanente doctor for advice.

Care away from home

You're covered for urgent and emergency care anywhere in the world. And if you're planning to travel, we can help you stay on top of your health when you're away from home. We'll work with you to see if you need a vaccination, refill prescriptions, and more.





Relax, I've got your back

At Kaiser Permanente, your primary care doctor plays a major role in making your health care journey as easy and effective as possible. Unlike disconnected health systems that rely on you – the patient – to figure out whom to see for what, at Kaiser Permanente, you can relax and leave that to us. With your electronic medical record always at our fingertips, we can quickly assess your real-time situation and either treat you directly or connect you with a specialist who can. As your personal health advocate, we'll make sure you get the right care, at the right time.

You're a member not a number

And members always get perks.



Acupuncture, massage therapy, chiropractic care

Enjoy reduced rates on services to help you stay healthy. kp.org/choosehealthy



Reduced rates on gym memberships

Stay active by joining a local fitness center, plus enjoy thousands of digital workout videos. kp.org/choosehealthy



Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more. kp.org/healthylifestyle



Wellness coaching

Get help reaching your health goals by working one-on-one with a wellness coach by phone. kp.org/wellnesscoach

Extras for your total health



Use meditation and mindfulness to build mental resilience, reduce stress, and improve sleep.

kp.org/selfcareapps



Set mental health goals, track progress, and get support managing depression, anxiety, and more.

kp.org/selfcareapps

CLASSPASS

Choose from thousands of on-demand workout videos and get reduced rates on livestream and in-person classes.

kp.org/classpass



Get emotional support coaching via text.³

kp.org/coachingapps

Pharmacy like no other

Our award-winning pharmacy system is the very heart of our "under one roof" care experience. In most of our 26 medical offices, you can pick up your prescription or consult a Kaiser Permanente pharmacist on your way out the door. No more traffic. No more stops.



Getting started

Whether you're transitioning from another provider or simply starting out fresh, it's easier than you think to get started at Kaiser Permanente.



Medical center pharmacies

Our medical centers feature fully stocked pharmacies right on site.



Prescription delivery

Seeing your doctor virtually? No problem, you can either come in to one of our pharmacies or have your prescription delivered at no cost.



Refills

You can easily get refills by ordering online or through the Kaiser Permanente app. Or just call our 24-hour refill line.

Pharmacy questions

If you have questions or would like a copy of our preferred drug list, call us directly at **404-261-2590**, Monday through Friday, 7 a.m. to 7 p.m. ET or visit [kp.org/formulary](https://www.kp.org/formulary).



Specialties, from A to X

Whether it's one of the 45+ specialties offered in one of our Comprehensive Medical Centers in and around Atlanta or through one of our affiliated partners, you'll always get the care you need.

Services you can expect at most Kaiser Permanente medical offices:



Primary, Pediatric,
Family Medicine



Pharmacy



Lab



X-ray

- 24/7 Advanced Care
- Adult Medicine
- Audiology
- Behavioral Health
- Cardiology
- Child and Adolescent Psychiatry
- CT/MRI
- Dermatology
- DEXA Scan
- Endocrinology
- Express Care
- Family Medicine
- Gastroenterology
- General Surgery
- Geriatrics
- Hand Surgery
- Health Education
- Heart Failure Clinic
- Hematology/Oncology
- Infectious Diseases
- Infusion Center
- Lab Services
- Nephrology
- Neurology
- Nuclear Medicine
- Nutrition
- OB/GYN
- Oncology
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Pain Management
- Palliative Care
- Pediatrics/Adolescent Medicine
- Pharmacy
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Pulmonology
- Rheumatology
- Routine Mammography
- Sleep Medicine
- Sports Medicine
- Ultrasound
- Urgent Care
- Urogynecology
- Urology
- Vascular Surgery
- Weight Management
- X-ray



Members-only medical offices

Whether it's routine or after hours, in-town or away from home, we've got you covered.



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.⁴ You can also see different doctors at different locations – whatever works best for you.



Finding the right location

Choosing a convenient place to get care is simple – just hop online and visit kp.org/facilities or grab your smartphone and use the Kaiser Permanente app.⁵



Specialty care when you need it

We're here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in Atlanta, we can conveniently connect you with the right specialist. And there are no referrals needed to see select Kaiser Permanente specialists.



Getting care anytime, anywhere

Urgent care⁶

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.⁷

Emergency care


If you ever need emergency care, you're covered. You can always get care at any hospital emergency department.⁸

Care away from home

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line⁹ at **951-268-3900** or visit kp.org/travel.



- KP Kaiser Permanente Medical Facilities
- KP Kaiser Permanente Comprehensive Medical Centers



Skip the trip
Ask about a video visit. Call **404-365-0966**.



Locations near you

With 26 Kaiser Permanente offices and more than 600 doctors throughout metro Atlanta – plus pharmacy, lab, and X-ray usually right in the same building – you'll enjoy convenience you won't find with other plans. Plus, you won't have to pay for parking.

ATHENS-CLARKE COUNTY

Athens Medical Office

CHEROKEE COUNTY

Holly Springs Medical Office

CLAYTON COUNTY

Southwood Comprehensive Medical Center

24/7 Urgent Care Jonesboro

Southwood Specialty Center

Jonesboro

COBB COUNTY

Cumberland Medical Center

Atlanta

TownPark Comprehensive Medical Center

24/7 Urgent Care Kennesaw

West Cobb Medical Center

Austell

COWETA COUNTY

Newnan Medical Office

DEKALB COUNTY

Crescent Medical Center

Tucker

Downtown Decatur Medical Office

Decatur

Panola Medical Center

Lithonia

Stonecrest Medical Center

Lithonia

DOUGLAS COUNTY

Douglasville Medical Office

FAYETTE COUNTY

Fayette Medical Office

Fayetteville

FORSYTH COUNTY

Forsyth Medical Office

Cumming

FULTON COUNTY

Alpharetta Medical Center

Brookwood at Peachtree Medical Office

Atlanta

Cascade Medical Center

Atlanta

Glenlake Comprehensive Specialty Center

Sandy Springs

Sandy Springs Medical Office

Sandy Springs

GWINNETT COUNTY

Lawrenceville Medical Office

Gwinnett Comprehensive Medical Center

24/7 Urgent Care Duluth

Snellville Medical Office

Sugar Hill-Buford Medical Center

Sugar Hill

HENRY COUNTY

Henry Towne Centre Medical Center

McDonough

ROCKDALE COUNTY

Conyers Medical Office

Care options when you need them

If you ever need emergency care, you're covered. You can get emergency care at any hospital emergency room, no matter what. But when your situation requires a planned trip to the hospital – like a surgery for instance – we're proud to offer our effective model of care at Emory Decatur Hospital and Emory Saint Joseph's Hospital where Kaiser Permanente doctors are on staff 24/7. You may also be seen at one of our hospital partners listed below. For the most up-to-date listing, visit kp.org/locations and type hospitals in the search box.

Our hospital partners include:¹⁰

EMORY
HEALTHCARE



NH
NORTHSIDE HOSPITAL





Kaiser Permanente 24/7 Urgent Care

Gwinnett Comprehensive Medical Center

3650 Steve Reynolds Boulevard
Duluth, GA 30096
24 hours a day,
7 days a week

Southwood Comprehensive Medical Center

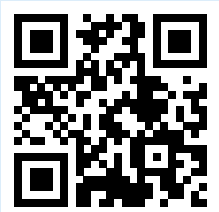
2400 Mt. Zion Parkway
Jonesboro, GA 30236
24 hours a day,
7 days a week

TownPark Comprehensive Medical Center

750 TownPark Lane
Kennesaw, GA 30144
24 hours a day,
7 days a week

Affiliated Community Urgent Care Locations

With over 60 affiliated Urgent Care locations across metro Atlanta and surrounding counties, we've got you covered. Go to kp.org/locations and type urgent care in the search box or scan the code to the right to find an urgent care center near you.



Hover your phone over the QR code to search Urgent Care locations.

Locations are subject to change. Visit kp.org/locations for the most up-to-date listing.

Endnotes

1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.
2. These features are available when you get care from Kaiser Permanente facilities.
3. The Ginger coaching services are not covered under your health plan, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Summary Plan Description or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old.
4. In the case of a pandemic, some facilities may be closed or offer limited hours and services.
5. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.
6. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.
7. See note 4.
8. If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.
9. This 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 United States. 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.
10. The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. Some locations are available only in specific cases. In an emergency, you have access to any hospital emergency room.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats

- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-888-865-5813** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.

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 <https://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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-888-865-5813** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶቻችን በነጻ ሊያገለግሉዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-865-5813** (TTY: **711**)።

中文 (Chinese) 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 **1-888-865-5813** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-865-5813** (TTY: **711**) पर कॉल करें।

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-888-865-5813** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-865-5813** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih **1-888-865-5813** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-865-5813** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-865-5813** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-865-5813** (TTY: **711**).



Scan here for an interactive map.

- KP Kaiser Permanente Medical Facilities
- KP Kaiser Permanente Comprehensive Medical Centers
- U Affiliated Community Urgent Care Centers
- H Affiliated Hospitals

Your life is like no other

Choose health care that is centered around you

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.

Want to learn more?

Talk to an enrollment specialist today about specialty care, extra features, and more.

Call **888-865-5813** (TTY **711**),

Monday through Friday,

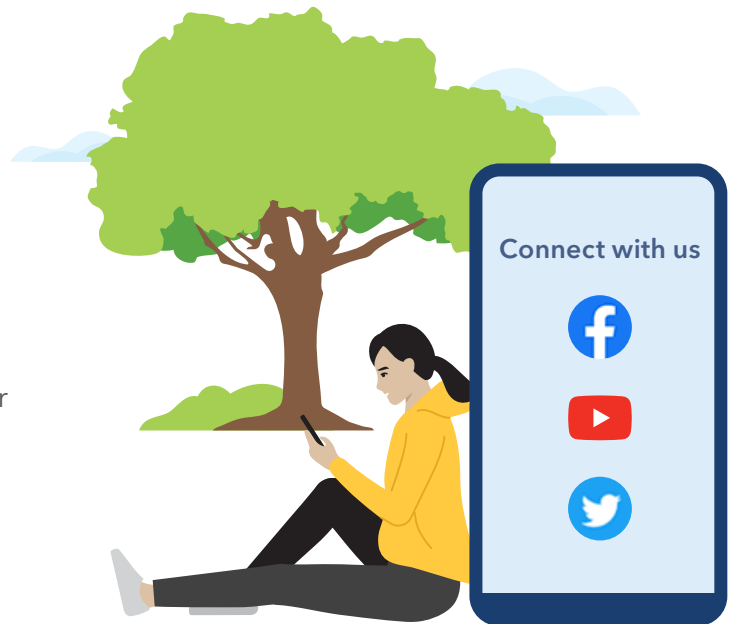
7 a.m. to 7 p.m. ET (closed holidays).

Prefer a digital experience?

Go to georgia.kp.org/usg

Current members with questions can call our Member Service Contact Center, Monday through Friday, 7 a.m. to 7 p.m. ET (closed holidays)

- **404-261-2590**
- **1-888-865-5813**
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)



Kaiser Foundation Health
Plan of Georgia, Inc.
Nine Piedmont Center
3495 Piedmont Road NE
Atlanta, GA 30305



Scan here for
your interactive
enrollment guide.

georgia.kp.org/usg

kp.org/georgia

 **KAISER PERMANENTE**®