

## What about payment?



### Outside the United States

Outside the U.S., if you get emergency or urgent care, you'll need to pay the bill yourself and submit a claim for reimbursement. Make sure you keep these documents:

- Itemized bill
- Copy of medical records
- Proof of payment
- Proof of travel (i.e. travel tickets, boarding passes, copy of passport stamps)



### Inside the United States

What you pay out of pocket might vary depending on the provider you see.

- If you get care at a Kaiser Permanente office, you'll simply pay a copay or coinsurance at the time of service.
- For other providers, you might pay just a copay or coinsurance, or you might need to pay the full cost and submit a claim for reimbursement.

### How do I submit a claim?

Don't worry, it's easy to submit a claim. Visit [kp.org/travel](https://www.kp.org/travel) for forms and additional detail.

## Plan ahead

Prevention is the best medicine. Take the time before you leave town to prepare for a healthy trip.

### ✓ Register on [kp.org](https://www.kp.org)

Be able to see your health information and email your doctor's office anytime.<sup>3</sup>

### ✓ Catch up on vaccinations

Call or email your doctor to make sure your immunizations are up-to-date, including your annual flu shot.

### ✓ Stock up on prescriptions

Make sure you pack enough medication to last you through your entire trip.

### ✓ Carry your Kaiser Permanente ID card

If you've downloaded the KP app, a digital version of your ID card is also featured right on your phone.

### ✓ Check [kp.org/travel](https://www.kp.org/travel)

Start here for smart tips and helpful details to let you travel with peace of mind.

<sup>3</sup> Available when you receive care at Kaiser Permanente facilities.






# Good to Know

## Coverage while traveling



## Coverage at a glance

Type of care	For things like	Where my coverage works	Important to know
 <p><b>Emergency care</b></p>	<p>A medical or psychiatric condition<sup>1</sup> that requires <b>immediate medical attention</b> to prevent serious jeopardy to your health.</p> <p>Things like chest pain, severe and sudden stomach pain, serious shortness of breath, or decrease/loss of consciousness are a few examples.</p>	<p><b>Worldwide</b> Just call 911 or go to the nearest hospital emergency room.</p>	<p>Once stabilized, call Kaiser Permanente at the preauthorization number on the back of your member ID card to let us know you've received emergency care or been admitted to a hospital. Otherwise, you may be responsible for the full cost of your post-stabilization care.</p> <p>If appropriate, the doctor treating you can call instead. We will work with that doctor to discuss your condition and determine next steps.</p>
 <p><b>Urgent care</b></p>	<p>An illness or injury that requires <b>prompt medical attention</b> but is not an emergency condition.</p> <p>Examples include minor injuries, sprains and falls, minor backaches, flu symptoms, sore throats, coughs, and earaches.</p>	<p><b>Worldwide</b> Just go to the nearest urgent care center.</p>	
 <p><b>Routine and specialty care</b></p>	<p><b>An expected need.</b></p> <p>These are the appointments you make in advance for things like physical exams, well-child check-ups, and immunizations.</p>	<p><b>Kaiser Permanente medical offices in any of our service areas:</b> Georgia, California, Colorado, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C. To make an appointment, call our 24/7 Travel Line.</p>	<p>Typically you can get most of the same services you would get in your home area when visiting another service area – as long those services are provided in that region.</p>

## Traveling? Away at school? We've got you covered

As a member of the Kaiser Permanente family, you don't have to worry about your coverage when you travel. You'll be covered, whether it's around the world, across the country or down the street.

## Not sure what type of care you might need?

Call a Kaiser Permanente advice nurse at **404-261-2590, 1-800-611-1811 (# long distance), or TTY: 711**. They're available 24/7 to answer questions and point you in the right direction.

<sup>1</sup>If you reasonably believe you have an emergency medical condition, call 911 (inside the U.S.) or go to the nearest hospital emergency room. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

## Call us 24/7!

For help before, during and after your trip.

Away From Home Travel Line

 **951-268-3900<sup>2</sup>**

<sup>2</sup>This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for land lines 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.