

2016 Enrollment Book
Denver/Boulder

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together in good health

see how easy healthy can be



Making good health easier

Experience the Kaiser Permanente difference

The experience ...	With Kaiser Permanente*
 Choosing your doctor	Denver/Boulder members can choose from more than 1,000 Kaiser Permanente doctors. Search our doctor profiles on kp.org and choose one who's right for you.
 Getting care in your language	We have multilingual doctors and staff, and we offer interpretation services by phone in 140+ languages.
 Choosing how you get care	Access your Kaiser Permanente doctors and care team virtually – with video visits [†] , phone consultations, or by emailing your doctor with nonurgent questions.
 Calling for advice	Specially trained Kaiser Permanente nurses can offer medical advice by phone, 24/7.
 Making an appointment	You can schedule routine appointments from your computer or mobile device – anytime, anywhere.
 Seeing your doctor	Your Kaiser Permanente doctors have your medical history and prescriptions right at their fingertips through your electronic health record.
 Remembering what your doctor said	You can view your past visit summaries and most lab test results online, whenever you want.

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

[†] This feature is available when you get care at Kaiser Permanente facilities or with Kaiser Permanente doctors.

Your Kaiser Permanente provider will work with you to determine if the care you need can be met with a video visit.

The right choice for your health

Get the great care and resources you need to live healthier – all together in one convenient package. Check out everything that comes with your health plan, and you'll see why over 10 million people nationwide have chosen Kaiser Permanente.



A healthy partnership

See how easy healthy can be. Choose your own personal doctor and work with a care team that puts you at the center of everything they do.



Right care, right time

Connect to care quickly and easily. Our advice nurses can help you 24/7. And you can schedule most routine appointments online or by phone.



Great care, great results

Get the care you need to get and stay healthy. Whether it's time for a preventive screening or you need care for a serious condition, we're here for you.



Healthy resources

Take advantage of a wide range of convenient tools to help you stay well – from health classes at our locations to personal support from a wellness coach.



Care the way you want it

Choose how, when, and where to get care for you and your family. You can get and manage your care online, by phone, at our medical offices, and more.



Locations near you

With so many locations to choose from, you can easily find one that's convenient for you. Close to home? Near work or your child's school? It's up to you.



Once you join...

Visit kp.org/newmember to get started. It's easy to choose your doctor, register for kp.org, and transition your prescriptions. If you have questions or need help making your first routine appointment, just give us a call.



Already a member?

Make sure you get the most out of your membership. If you haven't already, register on kp.org, where you can manage your care online, schedule a routine appointment for a family member, get help improving your health, and more.

A healthy partnership

Good health is easier with the right support. Choose your own doctor and work with a care team that uses the latest technology to help give you the care that's right for you.

Choose your doctor – and change anytime

Getting you connected with a doctor who suits your individual needs is our top priority. When you have a doctor you connect with, it's easier to stay healthy.

Finding the right doctor

Browse our online doctor profiles at kp.org/searchdoctors to see your options. You'll find information on a wide range of great doctors, including their education, credentials, and specialties. Then choose the one who's right for you.

You can choose your doctor from:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/family medicine (for children up to 18)

Choose one doctor for your whole family or a different doctor for each family member. You can also change your doctor anytime.

Seeing specialists – often without a referral

You don't need a referral to see a specialist.

Great doctors working together as a team

With Kaiser Permanente, you get the support of a team of doctors, nurses, and specialists focused on your good health. They're connected to each other – and to you – through your electronic health record, so you get personalized care every time.

Care focused on you

Your entire care team works together – often under one roof – sharing information to give you the care you need. And with access to your electronic health record, they know your medical history, test results, medications, and allergies. This helps them individualize your care for you.

Care for diverse and cultural needs

Great care isn't one-size-fits-all. That's why we have programs that tailor care for our diverse membership. We're one of the only care providers with an institute dedicated to culturally competent care, where we do research to help improve the health of our members.

Because good communication is also key to getting quality care, we focus on hiring doctors, nurses, and staff who speak more than one language and come from different backgrounds. And our members have access to interpreter services by phone in more than 140 languages.



Great care, great results

Get the care you need to stay your healthiest. From preventive screenings to care for serious conditions, we've got you covered. And it's all backed by advanced medical technology and research.



Preventive care that keeps you healthy

We help you protect your health, even when you're healthy. To catch problems early, before they get serious, we offer preventive screenings, routine appointments, and more.

Through your electronic health record, your care team knows what you're due for and can help keep you up-to-date.* With this focus on prevention, our members can rely on impressive results.

Leading the way in prevention

- We have the highest rating for breast and colon cancer screenings.**
- We're in the top 10% for cervical cancer screenings.**
- 89% of members diagnosed with high blood pressure now have it under control, compared to 63% nationally.†



Comprehensive care when you need it

Along with our commitment to prevention, we're here for you if you get sick. You get great doctors, state-of-the-art facilities, and the latest technology – all combined to help you get healthy quickly.

Managing ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program to help you get it under control. And we start managing your condition right away, with care supported by proven best practices and advanced technology.



Innovation working for you

We're always looking for new and better ways to prevent and treat health problems. With our commitment to medical research, we're able to offer the most advanced treatments and care.

Cutting-edge research and care

Kaiser Permanente research centers make up one of the largest nonacademic research programs in the country. We have about 2,000 studies happening at any given time. And our clinical trials program drives cutting-edge cancer research, which leads to better care for members.

Through our innovative electronic health record system, your care team stays up-to-date – not only about each patient's needs but also about the latest medical research and the safest, most effective treatments.

*These features are available when you get care at Kaiser Permanente facilities or with Kaiser Permanente doctors.

**Ratings based on Breast Cancer Screening, Colorectal Cancer Screening, and Controlling High Blood Pressure 2013 performance results and Cervical Cancer Screening 2012 performance results for commercial and Medicare plans from the Healthcare Effectiveness Data and Information Set (HEDIS) published by the National Committee for Quality Assurance. For more information, visit ncqa.org.

†Kaiser Permanente program average is the weighted average of each regional health plan's screening data and its eligible population.



Care the way you want it

Get the choices you need to stay on top of your care. Whether you want to schedule a routine appointment online or you'd like to talk to your doctor by phone or video, you have many convenient options.

Choose how you get and manage your care



In person

You can make a routine appointment to see your doctor in person. And because most of our medical offices offer many services under one roof, you can see your doctor, get lab services and X-rays, and pick up your prescriptions—all in one trip.



By phone

Save a trip to the doctor's office. Where telephone appointments are available, you can schedule one to talk to your doctor by phone. If you're not sure what kind of care you need, you can also call our advice nurses 24/7.



By email

Connect with your doctor anytime. You can email your doctor's office with nonurgent questions and get a reply usually within 48 hours, often sooner.



By video

Save time with a video appointment. For certain conditions or symptoms, you may be able to see your doctor using your computer or mobile device.**



Online

Stay on top of your care 24/7. Once you've registered on kp.org, you can use our website to choose your doctor, schedule routine appointments, view most lab test results, and much more.



On the go

After registering on kp.org, you can go to your smartphone, download the Kaiser Permanente app, and start using our secure online features—anytime, anywhere. Learn more at kp.org/mobile.

** This feature is available when you get care at Kaiser Permanente facilities or with Kaiser Permanente doctors. Your Kaiser Permanente provider will work with you to determine if the care you need can be met in a video visit.



Right care, right time

Connect to the right care for any situation. Have an urgent care need? Want health advice after hours? Need care when you're traveling away from home? Support is just a call or a click away.



The care you need, when you need it

Different health needs require different types of care. Whether you want to schedule a routine appointment or you need emergency care, we've got you covered.

24/7 nurse advice

If you're not sure what kind of care you need, you can call our advice nurses anytime. They'll help you figure out what type of care is best for your symptom or condition, tell you where to go for care, and even schedule a routine appointment for you, if appropriate.

Urgent and After-Hours care

You can also call our advice nurses if you have an urgent care need. They'll assess your situation and help you decide what to do. They can let you know if a location accepts walk-ins or offers after-hours care, and whether you can make a same-day or next-day appointment.

Emergency care

If you ever need emergency care, you're covered – anywhere, anytime.* You can get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.

Convenient appointments

It's easy to schedule or cancel routine appointments. Just call us or visit kp.org/myhealthmanager. Many of our locations offer same-day or next-day appointments.



Getting care away from home

Travel with the peace of mind of knowing you're covered for emergency and urgent care anywhere in the world. You can also get help planning your trip at kp.org/travel. You'll find important steps you can take before, during, and after your trip. And you can get travel resources including claim forms, in case you need to file a claim for reimbursement after you get back.



Managing your care online

As a Kaiser Permanente member, kp.org is your online gateway to great health. When you register, you can securely access many time-saving tools for managing the care you get at our facilities.

- View most lab results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Manage a family member's health.
- See what screening, immunizations and tests you may be due for.

Visit kp.org/experience to see how it works.

*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*.

Healthy resources

Good health goes beyond the doctor’s office. Take a look at all the healthy tools and resources available online, by phone, and at our medical offices – and choose the ones that are right for you.

Get the most out of your health plan



Online wellness tools

Visit kp.org/healthyliving for helpful articles, wellness information, health calculators, fitness videos, music channels, podcasts, and recipes from world-class chefs.



Healthy lifestyle programs

Connect to better health. Our online programs can help you lose weight, quit smoking, reduce stress, sleep better, and more – all at no cost. Learn more at kp.org/healthylifestyles.



Health classes

Get inspired and find support groups at our medical offices, and get help improving your health.* Find classes near you at kp.org/classes.



Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no cost. You can get help and inspiration for reaching a variety of health goals. Find out more at kp.org/wellnesscoach.



Special rates for members

Our members get reduced rates on a variety of products and services – like gym memberships, massage therapy, and more. See your options at kp.org/choosehealthy.

*Classes vary at each Kaiser Permanente medical office and some may require a fee.

Locations near you

It's easy to get care at a location that's convenient for you. There are many Kaiser Permanente medical offices in your area, offering a wide range of care and services to help you get healthy and stay that way.

Easy access for easier care

With convenient hours and locations, it's simple to get the care you and your family need. Many of our locations offer same-day or next-day, after-hours, and weekend services, along with ob-gyn, pediatrics, and other specialty departments.

Many services under one roof

Most of our medical offices offer a wide variety of care and services, so you can take care of several health care needs in one visit. You can see your doctor or specialist, get a lab test or an X-ray, and pick up your medications – all without leaving the building.

Getting care anywhere

With so many locations to choose from, you're sure to find one near your home or work – whatever's convenient for you.

You can also see different doctors at different locations, either for yourself or your family. For example, you can choose a personal doctor close to work and an optometrist close to home, and your child can see a pediatrician near school.

Finding convenient locations

Choosing the right location is as easy as hopping online or pulling out your smartphone.

- Visit kp.org/kpfacilities to search by ZIP code, keyword, or the service you want.
- To search with your smartphone or mobile device, just use our location finder on the Kaiser Permanente app.*

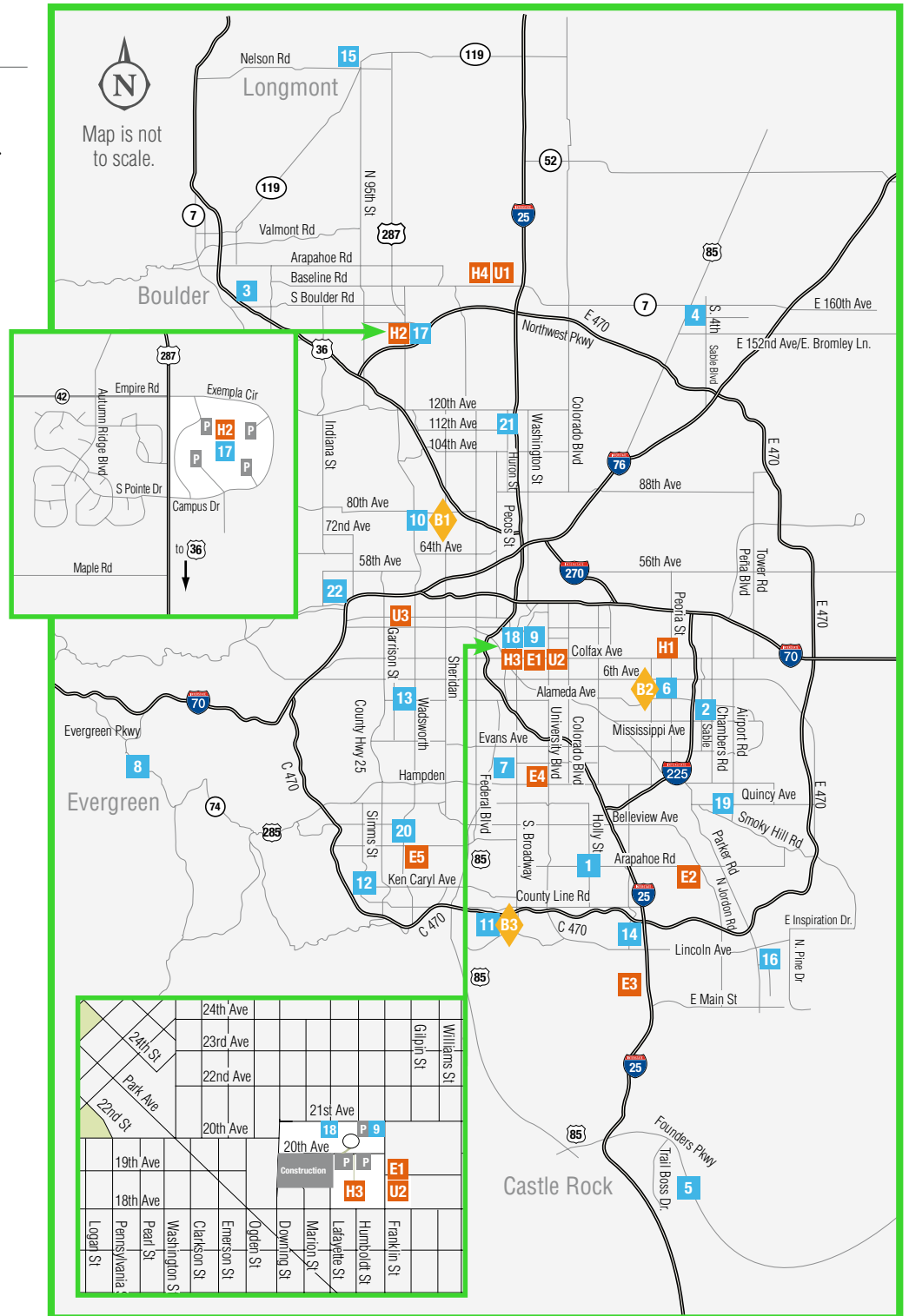
*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.



 See the next page for a list of our locations in your area.

Kaiser Permanente Medical Offices

To make an appointment at any medical office, call **303-338-4545** (TTY: **711**), weekdays, 7 a.m. to 6 p.m.

- 1 Arapahoe Medical Offices**
5555 E. Arapahoe Rd.
Centennial, CO 80122
- 2 Aurora Centrepoint Medical Offices**
14701 E. Exposition Ave.
Aurora, CO 80012
- 3 Baseline Medical Offices**
580 Mohawk Dr.
Boulder, CO 80303
- 4 Brighton Medical Offices**
859 S. 4th Ave.
Brighton, CO 80601
- 5 Castle Rock Medical Offices**
4318 Trail Boss Dr.
Castle Rock, CO 80104
- 6 East Denver Medical Offices**
10400 E. Alameda Ave.
Denver, CO 80247
- 7 Englewood Medical Offices**
2955 S. Broadway
Englewood, CO 80113
- 8 Evergreen Medical Offices**
2942 Evergreen Pkwy.
Evergreen, CO 80439
- 9 Franklin Medical Offices**
2045 Franklin St.
Denver, CO 80205
- 10 Hidden Lake Medical Offices**
7701 Sheridan Blvd.
Arvada, CO 80003
- 11 Highlands Ranch Medical Offices**
9285 Hepburn St.
Highlands Ranch, CO 80129
- 12 Ken Caryl Medical Offices**
7600 Shaffer Pkwy.
Littleton, CO 80127
- 13 Lakewood Medical Offices**
8383 W. Alameda Ave.
Lakewood, CO 80226



		
Medical offices	Hospitals for scheduled inpatient care; emergency care hospitals/departments; and Urgent Care facilities	Behavioral Health offices (mental health, chemical dependency, and eating disorders)

- 14 Lone Tree Medical Offices**
10240 Park Meadows Dr.
Lone Tree, CO 80124
- 15 Longmont Medical Offices**
2345 Bent Way
Longmont, CO 80503
- 16 Parker Medical Offices**
10168 Parkglenn Way
Parker, CO 80138
- 17 Rock Creek Medical Offices**
280 Exempla Cir.
Lafayette, CO 80026
- 18 Skyline Medical Offices**
1375 E. 20th Ave.
Denver, CO 80205
- 19 Smoky Hill Medical Offices**
16290 E. Quincy Ave.
Aurora, CO 80015
- 20 Southwest Medical Offices**
5257 S. Wadsworth Blvd.
Littleton, CO 80123
- 21 Westminster Medical Offices**
11245 Huron St.
Westminster, CO 80234
- 22 Wheat Ridge Medical Offices**
4803 Ward Rd.
Wheat Ridge, CO 80033

After-Hours Care

Hours and locations for after-hours care are subject to change. Please call **303-338-4545** (TTY: **711**) at the time of need to confirm current hours and locations.

- 1 Arapahoe Medical Offices**
6 p.m.–10 p.m., Mon. - Fri.
8 a.m.–9 p.m., Sat.
9 a.m.–9 p.m., Sun.
- 6 East Denver Medical Offices**
8 a.m.–4 p.m., Sat.
9 a.m.–4 p.m., Sun.
- 13 Lakewood Medical Offices**
8 a.m.–4 p.m., Sat.
9 a.m.–4 p.m., Sun.
- 21 Westminster Medical Offices**
8 a.m.–4 p.m., Sat.
9 a.m.–4 p.m., Sun.

Pediatric Urgent Care

- U1 Children’s Hospital Colorado Urgent Care North Campus, Broomfield**
469 West Highway 7
Broomfield, CO 80023
- U2 Children’s Hospital Colorado Urgent Care, Uptown Denver**
1835 Franklin Street
Denver, CO 80218
- U3 Children’s Hospital Colorado Urgent Care, Wheat Ridge**
3455 Lutheran Parkway, Suite 230
Wheat Ridge, CO 80033

Emergency Care

If you have an emergency medical condition, call **911** or go to the nearest hospital. Or, if time and safety permit, you can go to the Emergency Department at one of the following hospitals:

- H3 Saint Joseph Hospital**
1375 East 19th Avenue
Denver, CO 80218
- H2 Good Samaritan Medical Center**
200 Exempla Circle
Lafayette, CO 80026
- H3 Senior ER at Saint Joseph Hospital**
1375 East 19th Avenue
Denver, CO 80218
- H1 Children’s Hospital Colorado on Anschutz Medical Campus**
13123 E. 16th Ave.
Aurora, CO 80045
- H4 Children’s Hospital Colorado North Campus, Broomfield**
469 West Highway 7
Broomfield, CO 80023
- E1 Children’s Hospital Colorado at Saint Joseph Hospital**
1835 Franklin St.
Denver, CO 80218
- H3 Rocky Mountain Hospital for Children**
1719 E. 19th Ave.
Denver, CO 80218

- E3 HealthONE Sky Ridge Medical Center**
10101 Ridgeway Pkwy.
Lone Tree, CO 80124
- E4 HealthONE Swedish Medical Center**
501 E. Hampden Ave.
Englewood, CO 80110
- E5 HealthONE Swedish Southwest ER**
6196 S. Ammons Way
Littleton, CO 80123
- E2 HealthONE Centennial Medical Plaza**
14200 E. Arapahoe Rd.
Centennial, CO 80112

Behavioral Health Offices

For appointments, call **303-471-7700**.

- B1 Hidden Lake Behavioral Health**
7701 Sheridan Blvd.
Arvada, CO 80003
- B2 Highline Behavioral Health***
10350 E. Dakota Ave.
Denver, CO 80247
* Entrance located on East side of building.
- B3 Ridgeline Behavioral Health Center**
9139 S. Ridgeline Blvd.
Highlands Ranch, CO 80129

Additional locations and access

In addition to the locations shown on this map, you have access to all Kaiser Permanente medical offices in Northern and Southern Colorado.

The right choice for a healthier you

Learn more about all that Kaiser Permanente has to offer. Visit kp.org/thrive or call Member Services, Mon-Fri, 8 a.m. to 5 p.m. (closed holidays).

- **303-338-3800**
- **1-800-632-9700 (toll-free)**
- **711** (TTY for the deaf, hard of hearing, or speech impaired)



Kaiser Foundation Health Plan of Colorado
10350 E. Dakota Avenue
Denver, CO 80247

kp.org