

Kaiser Permanente

Kaiser Permanente Northern Colorado - CON003

Product Type: HMO

Accessing Care Outside the service area / State: Visiting Members: When members (subscribers or dependents) are temporarily visiting a different Kaiser Foundation Health Plan or allied plan service area, they can receive many routine services from designated providers in that area as “visiting members.” The covered services and payment are governed by the Kaiser Permanente visiting member program and exclude some benefits such as transplants and infertility services. Members receive the same prescription drug benefit as at home. The member’s privilege to receive services in the visited service area ends after 90 days unless he/she has obtained prior written authorization from Health Plan or is a full-time dependent student enrolled in an accredited school.

Out-of-Area Student Benefit: Full-time dependent students attending an accredited college, boarding school, or vocational school outside any Kaiser Permanente service area are covered for 5 office visits at the plan’s primary office visit cost share, 5 radiology procedures at 20% cost share (subject to deductible, if any), and 5 prescription fills. Office visits are limited to primary care, specialty care, outpatient mental health and chemical dependency, outpatient rehabilitation, prevention, and allergy injections. It does not include special procedures such as CT, PET, MRI, or nuclear medicine. Students attending school in Kaiser Permanente regions can utilize visiting member privileges for routine care throughout the school year. The 90-day limit that would otherwise apply to visiting members does not apply to students enrolled in school.

Emergency and Urgent Care: Members are entitled to emergency care and urgently required services anywhere in the world. They must return to the service area for urgent care or routine follow-up care when returning is feasible and the delay involved would not jeopardize their health. If the member permanently moves outside any Kaiser Foundation Health Plan or allied plan service area, he or she can continue membership in Health Plan of Colorado by continuing to meet other eligibility requirements, but must go to plan facilities to receive all routine (non-emergency, non-urgent) benefits.

International Coverage: Kaiser Permanente covers members for emergency services anywhere in the world. Members must submit emergency claims forms and documents for reimbursement. Routine services are not covered abroad. Follow-up care that could reasonably wait until the member’s return to the service area is also not covered. If admitted to a non-Kaiser Permanente Hospital for emergency medical treatment, Members should call Member Services at 303-338-3800 or 1-800-632-9700 (TTY: 1-800-659-2656), so we can help coordinate care.

Key Provider Network Features:

Kaiser Permanente Colorado stands for total health. Unlike other insurers and providers in the area, we are characterized by our emphasis on preventive care, coordinated care delivery model, integrated care services, our tools and programs that engage members and empower patients to optimize results, and financial health.

This commercial service area offers three Kaiser Permanente medical offices (one in Loveland, one in Fort Collins, one in Greeley) and a network of network providers. Thanks to our policy of cross-market access, Northern Colorado members can choose among a network of network (community) providers, Permanente providers at three Kaiser Permanente medical offices (one in Loveland, one in Fort Collins, one in Greeley) or the services offered at any of the Kaiser Permanente Denver/Boulder or Southern Colorado medical offices.

Kaiser Permanente Colorado is the only closed panel, group model health maintenance organization in this community. Our Colorado Permanente Medical Group is 1,000-strong and the largest medical group practice within a health care organization in Colorado. At every level of the enterprise, management is a jointly held responsibility. Patients conveniently find most care and services under one roof in our multi-specialty medical offices. This provides them with a true medical home and improves continuity and ultimately, quality of care.

We are a fully integrated system providing outpatient services and more than 40 different medical specialties within our own medical offices. Primary care physicians and medical offices provide members with a true medical home. Within our various medical offices we provide many different services: After-hours care, Ambulatory surgery, Audiology, speech, and language therapy, Chemical dependency treatment, Health education services, Home nursing programs for new mothers, newborns, and post-operative patients, Laboratory services, Mental health services, Occupational health services, Optical laboratories and dispensing, Pharmacies, Physical therapy, and Radiology services.

In addition, we integrate care in Northern Colorado by partnering closely with network providers. We devote staff to many intangibles that make care better, like outbound reminder calls to the chronically ill; wellness coaching; assuring safe transitions between hospital, skilled nursing facility (SNF), and home; 24/7 phone advice; and e-mail access to doctors and pharmacists at Kaiser Permanente medical offices.

Our prevention programs are outstanding, including superior performance in: childhood immunizations, influenza immunizations, mammography, and cervical cancer screening. Our care coordination and chronic condition management teams provide proactive outreach to members.

Tools and programs that we employ are our online health record, classes, online support tools, and discounts to healthy living programs; many features and tools are available in Spanish as well. To promote continuity of care, we house members' medical records in a secure, centralized computer database, HealthConnect®, which is immediately accessible to our physicians. Both inpatient and outpatient physicians and other practitioners, like optometrists and therapists, document their services and treatment plans in the member's health record for greater patient safety, better coordination of care, and less redundancy. Members have access to their own personal health records online to check their history of visits, immunizations, and lab test results. Members can e-mail their doctors through this online system.

We have also consistently remained one of the most affordable plans. We commit to working with employers to deliver high-quality care that maximizes productivity for employees.

Hospital Medical Facilities: McKee Medical Center, Northern Colorado Medical Center, Estes Park Medical Center

Emergency Care & Urgent Care Facilities: McKee Medical Center, Northern Colorado Medical Center, Estes Park Medical Center, Weekend Care Clinic of Fort Collins, Summit View Urgent Care (Greeley), and Skyline Urgent Care (Loveland).

Specialty Care Facilities: Rehabilitative Facilities: Northern Colorado Rehabilitation Hospital, McKee Medical Center - Physical Therapy. Behavioral Health Facilities: ValueOptions Network, North Range Behavioral Health, Touchstone Health Partners. Substance Abuse Facilities: ValueOptions Network, Touchstone Health Partners

Ancillary Providers: Fort Collins Medical Offices, Loveland Medical Offices, Greeley Medical Offices, Briargate Medical Offices, Pueblo North Medical Offices, Arapahoe Medical Offices, Aurora Centrepont Medical Offices, Baseline Medical Offices, Brighton Medical Offices, Castle Rock Medical Offices, East Denver Medical Offices, Englewood Medical Offices, Evergreen Medical Offices, Franklin Medical Offices, Hidden Lake Medical Offices, Highlands Ranch Medical Office, Ken Caryl Medical Offices, Lakewood Medical Offices, Lone Tree Medical Offices, Longmont Medical Offices, Parker Medical Offices, Rock Creek Medical Offices, Skyline Medical Offices, Smoky Hill Medical Offices, Southwest Medical Offices, Westminster Medical Offices, Wheat Ridge Medical Offices. DME: Scott Orthopedic, Orthotic Prosthetic Solutions Fort Collins, Banner Home Medical Equipment, United Seating & Mobility, Hanger Prosthetics & Orthotics Inc., Apria. Home Health: Interim Healthcare, Banner Home Care Colorado. Hospice: Hospice and Palliative Care of Northern Colorado, Pathways Hospice. Skilled Nursing: Good Samaritan Society-Bonell Community, Good Samaritan Society-Loveland Village, Lemay Avenue Health & Rehabilitation, Columbine West Health & Rehabilitation, North Shore Health & Rehabilitation, Good Samaritan Society - Ft. Collins Village, Fairacres Manor. Dialysis: Total Renal Care, Inc.

Pharmacy Providers: Fort Collins Medical Offices, Loveland Medical Offices, Greeley Medical Offices, Briargate Medical Offices, Brighton Medical Offices, Pueblo North Medical Offices, Arapahoe Medical Offices, Aurora Centrepont Medical Offices, Baseline Medical Offices, Castle Rock Medical Offices, East Denver Medical Offices, Englewood Medical Offices, Evergreen Medical Offices, Franklin Medical Offices, Hidden Lake Medical Offices, Highlands Ranch Medical Office, Ken Caryl Medical Offices, Lakewood Medical Offices, Lone Tree Medical Offices, Longmont Medical Offices, Parker Medical Offices, Rock Creek Medical Offices, Skyline Medical Offices, Smoky Hill Medical Offices, Southwest Medical Offices, Westminster Medical Offices, Wheat Ridge Medical Offices, Mail Order Pharmacy.

PRIMARY CARE PHYSICIANS

Selecting a Primary Care Physicians: Primary Care Physicians (PCP's) are listed in the Provider Directory and on our website, kp.org. The listing on our website also denotes whether a PCP is accepting new patients at that time. A member may select a PCP online by clicking on the name of the physician and following the instructions.

To select or change a PCP, members should contact our Personal Physician Selection department directly at 303-338-4477 or 1-855-208-7221. Members may contact Members Services directly at 303-338-3800 or 1-800-632-9700 for questions regarding a specific provider being an approved/contracted provider. A different PCP may also be selected for each family member, if desired. A PCP does not need to be selected in order to start receiving care. A member may change their primary care physician (PCP) at any time for any reason simply by calling Personal Physician Selection Services (PPSS). There is no limit on the number of changes a member may make.

If a prospective member is currently a patient of the PCP, the member facilitates administration by indicating on the membership application or contacting Personal Physician Selection department. Member may continue their current PCP relationship with any Kaiser Permanente network physician within the network.

For Northern Colorado, 100% of our PCPs are accepting new patients.

Key Features: Together, the Health Plan and the Permanente Group have established a network of employed and direct contracted physicians in the markets we serve to provide high quality care and access for members. Kaiser Permanente has built a highly integrated care network of primary and specialty care physicians, allied health practitioners, nurses, pharmacists, therapists and medical staff in the Northern Colorado region that meets the goal and purpose of a patient centered medical home. This extensive care team is further backed by physicians and nurses who help manage populations of members for many chronic illnesses. Physicians and Health Plan managers work as partners for an efficient and effective health care delivery plan. Unlike our competitors, we are a non-profit. Any income earned in excess of expenses is either reinvested in new physical capacity for serving members or is used to reduce or maintain premiums for ensuing years. Furthermore, our salaried physicians have no financial incentives to over- or under-treat patients. Their only consideration is medical necessity, what is best for patients.

Primary Care Physicians by Type and Quantity

Family Medicine	52	Pediatrician	15
General Practice	n/a	Obstetrics & Gynecology	32
Internal Medicine	20		

SPECIALTY CARE PHYSICIANS

Accessing care from a Specialty Care Physicians: Members can self-refer to most internal specialists for a consultation. Specialists are listed in the provider directory for each market. However, members may not schedule themselves for specialty procedures or tests without the advice or consent of their primary care or specialist. At the time of consultation, the specialist may perform a procedure or test as part of the visit, or, as is more likely, may direct the member to schedule the procedure or test at another time. Members cannot self-refer to specialists in the departments of Radiology, Anesthesiology, Hospital Services, Palliative Care, and Radiation Oncology. They may not schedule colonoscopies or anesthesia pain management treatment.

In general, Northern Colorado members may consult with Kaiser Permanente and network specialists and specialty departments without referral or authorization from a primary care doctor. Members most often self-refer to allergy, dermatology, obstetrics/gynecology, orthopedics, and otolaryngology (ear, nose, and throat).

Permanente and network physicians may refer patients to any internal specialist or department without oversight. Upon referral, members may call for an appointment or, in some cases, the doctor or his staff will arrange for the appointment. Internal departments reach out to members who have not called for an appointment within a reasonable length of time. If a doctor refers for external services, our Referral Center staff review and process the referral following internal guidelines, typically within 48 hours of receipt. Most external referrals are for nephrology, dialysis, cardiothoracic surgery, or organ transplant. Approval of an external referral generates a letter to the member with a referral number and a visit limit. Denial generates a letter of explanation with a description of our appeals process. Denials usually relate to lack of coverage. For example, a referral for a leg brace for a member whose plan does not cover durable medical equipment would always have to be denied.

Key Features: Specialists include those in allergy, audiology, cardiology, dermatology, endocrinology, gastroenterology, general surgery, gynecology, hematology, infectious disease, internal medicine, mental health, neurosurgery, obstetrics, oncology, ophthalmology, orthopedics, otolaryngology, perinatology, physical therapy, plastic surgery, pulmonology, rheumatology, urology, and wound care.

Service Area

Kaiser Permanente Colorado is the state's oldest and largest group practice health care organization. In the Northern Colorado area, members can choose to get care at one of our medical offices, from in-network community physicians, or both. Thanks to our policy of cross-market access, Northern Colorado members can choose among in-network community providers, Permanente providers at three Kaiser Permanente medical offices (one in Loveland, one in Fort Collins, one in Greeley) or the services offered at any of the Kaiser Permanente Denver/Boulder or Southern Colorado medical offices.

Zip codes define the service area. The Northern Colorado Service Area is that portion of Adams, Larimer, Morgan, and Weld counties within the following zip codes: 69128, 69145, 80511, 80512, 80515, 80517, 80521, 80522, 80523, 80524, 80525, 80526, 80527, 80528, 80532, 80534, 80535, 80536, 80537, 80538, 80539, 80541, 80542, 80543, 80545, 80546, 80547, 80549, 80550, 80551, 80553, 80610, 80611, 80612, 80615, 80620, 80622, 80624, 80631, 80632, 80633, 80634, 80638, 80639, 80644, 80645, 80646, 80648, 80649, 80650, 80651, 80652, 80654, 80729, 80732, 80742, 80754, 82063, 82082.

