

# Getting care away from home



If you're planning a trip, Kaiser Permanente has you covered. Should the unexpected happen while you're traveling, it's easier than ever to get care.



## Remote care from Kaiser Permanente

- Receive care by phone,<sup>1</sup> video,<sup>1</sup> or e-visit. No cost for most plans.<sup>2</sup>
- Email your doctor with nonurgent questions.
- Speak with a licensed care provider 24/7 for medical advice.
- Call the Away from Home Travel Line at **951-268-3900**.<sup>3</sup>



## Urgent Care from MinuteClinic and Concentra

Visit a MinuteClinic (in select CVS and Target stores) or a Concentra urgent care center with or without an appointment. Bring your Kaiser Permanente membership card and a photo ID, and you'll pay your standard copay or coinsurance – no matter where you are.<sup>4</sup>



## Any emergency or urgent care facility

For emergency care,<sup>5</sup> call 911 or go to the nearest hospital. For urgent care, go to a Kaiser Permanente urgent care facility, or to the nearest urgent care facility if you're outside a Kaiser Permanente service area.<sup>4</sup>

## Travel support




### Away from Home Travel Line

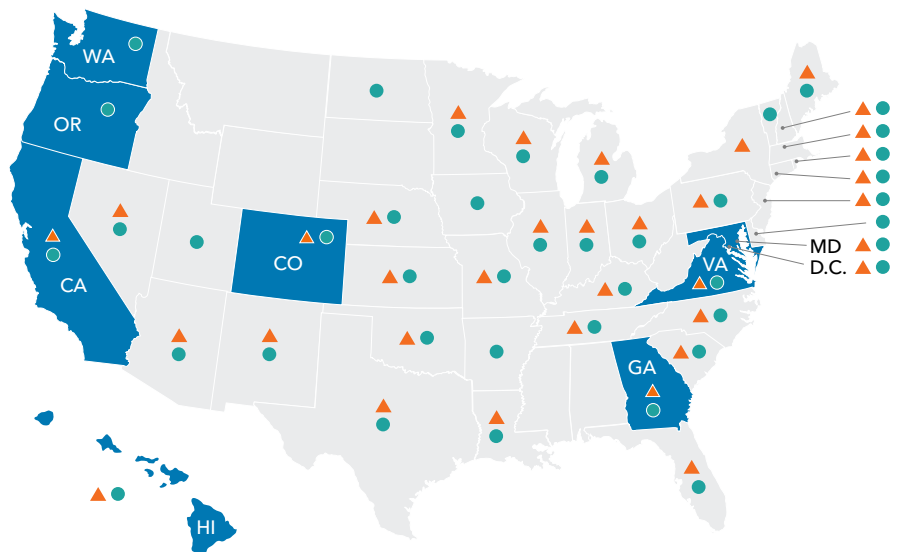
Call **951-268-3900** from anywhere in the world to find out how to get care while traveling.<sup>3</sup>

### kp.org/travel

Get answers to questions before, during, or after you travel.

## Kaiser Permanente, MinuteClinic, and Concentra locations

-  Kaiser Permanente facilities
-  MinuteClinic locations<sup>4</sup>
-  Concentra locations<sup>4</sup>



1. When appropriate and available. If you travel out of the state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines.
2. If you have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits.
3. 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 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.
4. Medicare and GA commercial members are required to pay up front, and seek reimbursement for prescriptions. If you're in a state that has Kaiser Permanente providers, but outside one of our service areas, you'll be asked to pay up front for services and prescriptions and will need to file a claim for reimbursement.
5. 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.

Kaiser Permanente health plans around the country: 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