

# Care while you're away at college

## Getting care may look different while you're away from home

### Routine in-person care

Get routine and preventive care before heading to school so your daily health needs are covered. Chat with your doctor about any health concerns, sleep issues, prescriptions, immunizations, and mental health needs.

If you need routine care while you're away at school, how you get it depends on where your college is located:

- **My school is in the same state as my home.** Getting routine care works the same as when you're home. Visit your personal doctor or a Kaiser Permanente facility near your school.
- **My school is in a different Kaiser Permanente state.** Kaiser Permanente is in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.<sup>1</sup> If your school and home are in different states, set up a visiting medical record number for your new state. Then, you can get routine care at a Kaiser Permanente facility near your school.
- **My school isn't in a Kaiser Permanente state.** Routine in-person care isn't covered while you're away at college. You'll have to pay out of pocket for routine care outside Kaiser Permanente. However, certain plans in Colorado, Hawaii, Oregon, and Southwest Washington offer limited out-of-area dependent coverage. To find out if the plan qualifies, members can call the Travel Line at **951-268-3900**.



### How to set up a visiting medical record number

If your school is in another Kaiser Permanente state, you'll need to add that area of care to your account.

- **Online** – Sign in to your [kp.org](https://kp.org) account. In the top-right corner next to **Region of care**, click on your region and select **Add a region of care**.
- **In the Kaiser Permanente app** – Tap on the profile icon in the top-right corner. Select **Area of Care** and **Add an Area of Care**. Not available on the Kaiser Permanente Washington app.

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## Before you go

- ✓ Get routine care and new prescriptions.
- ✓ Create a [kp.org](https://kp.org) account and download the Kaiser Permanente app.<sup>6</sup>
- ✓ Set up a visiting medical record number if needed.
- ✓ Set up prescription refill reminders.

## While you're away

- ✓ Use our app to email your doctor with nonurgent health questions, have refills delivered to you, and more.<sup>7</sup>
- ✓ Get care by phone or online anytime.<sup>8</sup>
- ✓ Call the Away from Home Travel Line to get help whenever you need it:  
**951-268-3900**  
(TTY 711).<sup>9</sup>
- ✓ Visit [kp.org/travel](https://kp.org/travel).



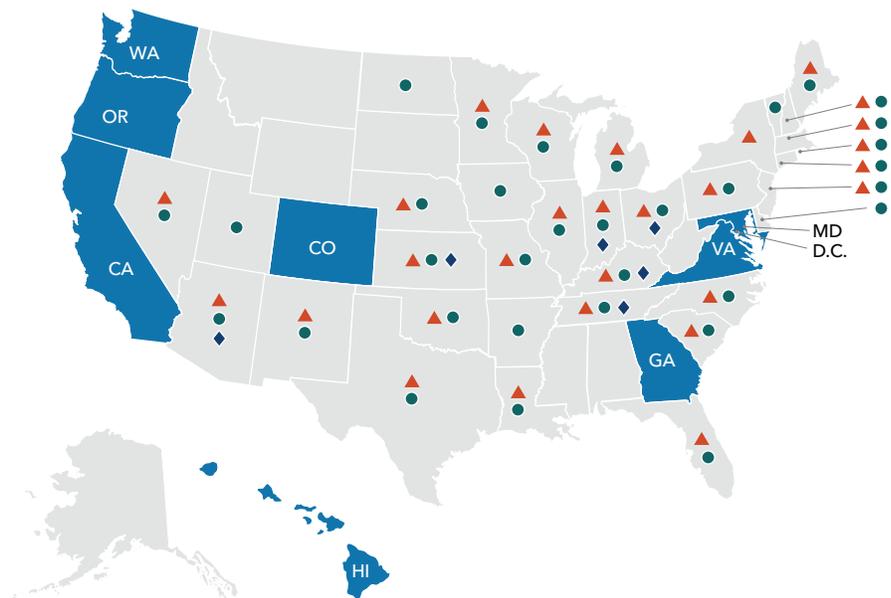
## 24/7 virtual care

Get care and advice by phone or online from a Kaiser Permanente clinician anytime, across the U.S.<sup>2</sup> Phone and video visits work well for issues that don't need an in-person exam – like a urinary tract infection or the flu. Sign in to your [kp.org](https://kp.org) account to find the right care method for you and see what's available.

## Urgent and emergency care

You're covered for urgent and emergency care anywhere in the world.<sup>3</sup> When you're in a Kaiser Permanente state, you can visit one of our facilities for urgent care. Outside Kaiser Permanente states, you'll pay only your copay or coinsurance at many locations, including Cigna Healthcare<sup>SM</sup> PPO Network providers, Concentra Urgent Care, MinuteClinic locations, and The Little Clinic.<sup>4,5</sup>

## Where to get care while you're away at school



- Kaiser Permanente
- Cigna Healthcare PPO Network
- Concentra Urgent Care
- ▲ MinuteClinic, including pharmacies
- ◆ The Little Clinic, including pharmacies



Visit [kp.org/travel](https://kp.org/travel) to learn more about getting care while you're away at school.

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**1.** Maryland, Virginia, and Washington, D.C., are the same area of care. Students from this area don't need to set up a visiting medical record number. Northern California and Southern California are different areas of care. Southwest Washington is a different area of care than the rest of the state. California and Washington students whose home and school are in different parts of the state should set up a visiting medical record number. **2.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. **3.** 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. **4.** The Cigna Healthcare<sup>SM</sup> PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. **5.** When you access Cigna Healthcare, Concentra Urgent Care, MinuteClinic locations, and The Little Clinic providers, your coverage will vary by the type of Kaiser Permanente health plan. **6.** Kaiser Permanente Washington members must download the Kaiser Permanente Washington app. **7.** These features apply to care you get at Kaiser Permanente facilities. Prescription delivery may not be available in select states due to licensing laws. Laws differ by state. To use the Kaiser Permanente app, you must be a member registered on kp.org. **8.** See note 2. **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 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.

The Cigna Healthcare PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc.

The Cigna Healthcare PPO Network is not available to members enrolled in 3-Tier Point-of-Service (POS) and PPO coverage issued by Kaiser Foundation Health Plan of the Northwest, Kaiser Foundation Health Plan of Washington, and Kaiser Foundation Health Plan of Washington Options, Inc.

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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 • 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., 1300 SW 27th St., Renton, WA 98057



## Planning a trip? Heading off to college?\*

Get 24/7 travel support anytime, anywhere†



Whether you're leaving for college, a weekend getaway, or another country, it's important to plan for your health. Before you go, find out what care and services are covered while you're gone. Use the new Away from Home Travel Line and website to easily:

- **Plan ahead** for health coverage and routine care — which includes checkups and flu shots, as well as support for mental health, sleep issues, and infectious disease — and refill eligible prescriptions before you leave or while you're away.
- **Find care** during your trip. You may also be able to connect to your doctor by phone, email, or video.‡
- **Get support** with your questions about health coverage, care, and claims. Call today at **951-268-3900 (TTY 711)**.†

To learn more about getting care away from home, visit:

[kp.org/travel](https://kp.org/travel)

Don't forget! The **Kaiser Permanente app** is great on the go. Email your doctor's office and refill most prescriptions wherever you are.\*\*



\*As a member, you can get most of the same services you would get in your home area when visiting another Kaiser Permanente service area.

†This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines 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.

‡Check with your doctor's office before travel to find out if telephone and video visits are available to you.

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