Welcome to Kaiser Permanente

Get started with your Added Choice Point-of-Service (POS) plan

Choosing a Provider

Each time you need care, you have the flexibility to choose from the two provider options below.* The provider you choose will affect your benefits and out-of-pocket costs.

1. In-Network Provider Tier
Kaiser Permanente Providers

Start by choosing a personal doctor from top physicians in Kaiser Permanente medical offices throughout metro Atlanta.

- You'll have the lowest out-of-pocket cost when you use providers in this tier.
- At most locations, see your doctor plus get labs, X-rays, and prescriptions *all under one roof*.
- You won't need a referral for most specialists in our medical offices.
- Schedule appointments, email your doctor, refill prescriptions and more—online or via the Kaiser Permanente app. (Once your coverage starts, visit **kp.org/register** to create your account.)

To find a Kaiser Permanente provider near you, visit **kp.org/chooseyourdoctor**. To select your doctor and make your first appointment, call our **New Member Desk**. You can change your personal doctor for any reason, at any time.

2. Out-of-Network Provider Tier

In this tier, you can see any licensed provider you choose. So if you already have a doctor you know and like, and that person is not an In-Network provider, you can still see him or her.* You may pay more, and you may be asked to pay at the time of service and file a claim for reimbursement. For questions, or assistance with filing a claim, just call Customer Service.

Medical advice whenever you need it

For nurse advice on the best way to get the care you need, or to make an appointment at any Kaiser Permanente medical office, call **404-365-0966**, 24 hours a day.

* The Added Choice plan In-Network Provider tier is underwritten by Kaiser Foundation Health Plan (KFHP) of Georgia, Inc. The Out-of-Network Provider tier is underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of KFHP, Inc. Some services require prior authorization. For more information, see your Evidence of Coverage.

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🔵 Pharmacy Services

You can bring your prescriptions to any pharmacy to have them filled. Where you go will affect your benefits and out-of-pocket costs. To enjoy the lowest costs, call us to schedule a pharmacy telephone consult, and we can make sure you're on the most appropriate medication, at the lowest cost available through your plan. Have your prescription information handy, and call the New Member Desk.

1. Kaiser Permanente and MedImpact Participating Pharmacies

Save time and enjoy the lowest costs by using the pharmacies in most Kaiser Permanente medical offices.

- If you have an existing prescription, call the New Member Desk and we'll help you transition it to a Kaiser Permanente provider.

- At most locations, pick up new prescriptions in the same building as your doctor visit.

- Order refills online or by phone, and have them sent right to your home with no cost for shipping.

If it's more convenient, you can also have your prescriptions filled at any one of our hundreds of participating pharmacies through the MedImpact Pharmacy Network. To find a pharmacy call, **1-800-788-2949**.

2. Non-Participating Pharmacies
Any other licensed pharmacy

You can also get prescriptions filled at any local pharmacy you choose. When filling your prescription at Non-Participating Pharmacies, you'll be asked to pay full price for the medication and submit a claim form for reimbursement.

📞 Need Help?

New Member Desk: For help getting started with *Kaiser Permanente providers and pharmacies*, call us at **404-760-3540** Monday through Friday, 7 a.m. to 7 p.m., Eastern Time.

Customer Service: For *questions about your plan, pharmacy, and other benefits* visit **kp.org/kpic-georgia** or call **1-855-364-3185** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m., Eastern Time.

Remember to keep your member ID card with you, so you'll always have access to your health record number and important phone numbers.

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