

Preparing for your appointment with a non-Kaiser Permanente provider



For members

If you have a 3-Tier Point-of-Service (POS) or Preferred Provider Organization (PPO) plan with Kaiser Permanente Insurance Company (KPIC)^{1,2}, you can get care from participating providers or any licensed non-participating provider you choose. The First Health[®] Network³ provides access to care in the Kaiser Permanente states of CA, CO, GA, HI, MD, OR, VA, WA, and the District of Columbia. The Cigna PPO Network³ provides access to care in non-Kaiser Permanente states.

Helping your appointment go smoothly

1. Before getting care, make sure your provider and facility participate in the networks for KPIC. Visit kp.org/kpic-colorado or call Customer Service at **1-855-364-3184 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m. You should also call your provider's office to confirm they currently participate in the networks for KPIC.
2. Bring a copy of this document to your appointment and present it when you register for your visit. Also keep a copy for your records.
3. Remember to let your provider know you have KPIC 3-Tier POS or PPO plan.

If you have questions, or your provider gives you conflicting information about your plan coverage, call Customer Service at **1-855-364-3184 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

For providers

This member has a 3-Tier POS or PPO plan, which means they can access care from participating providers in the networks for KPIC and from any licensed non-participating provider they choose.

Helping Members During Their Visit

1. Check their medical ID card and call Customer Service so you can make sure that they're eligible and learn about their benefits-such as their copay, deductible, and coinsurance amounts.
2. For First Health and out-of-network providers, mail claims to: KPIC, P.O. Box 373150 Denver, CO 80237, electronic payor ID: 21313. For Cigna providers, mail claims to: Cigna, P.O. Box 188061 Chattanooga, TN 37422-8061, Electronic payor ID: 62308
3. If a 3-Tier POS member needs a referral for specialty care such as lab work, scans, or appointments with specialists, please refer them to a Kaiser Permanente provider or a participating provider, which helps with member copays and other out-of-pocket expenses. Benefits obtained from Kaiser Permanente providers, under the member's HMO In-Network Tier, generally have the lowest out-of-pocket costs.
4. The provider Explanation of Payment will be sent for billed services and will provide additional processing information for the visit.
5. At the time of service, member is responsible for copays, coinsurance and deductibles.

For members and providers

Getting Pre-certification

Keep in mind all non-emergency hospitalizations and certain medical services require pre-certification. Please call **1-888-567-6847**, Monday through Friday, 6 a.m. to 6 p.m., 3 days before any scheduled admissions or services that require pre-certification. For a list of these services, visit kp.org/kpic-colorado or call the customer service number listed on the member's ID card.

For all members, please call within 24 hours of any emergency admission. For POS members who had emergency care, call the Customer Service number on the back of your ID card. For PPO members, call **1-888-567-6847**, Monday through Friday, 6 a.m. to 6 p.m.

Please put this document in the member's medical record or billing files for reference.

Questions? Call the Customer Service number found on the member's ID card. To find a network facility and/or provider, call Customer Service **1-855-364-3184** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m.

Don't forget your ID card

Your ID card has important information on the front and back to help you check in for your appointment, including the name of your health plan and medical record number.

3-Tier POS Plan

3-Tier POS Plan kp.org/kpic-colorado		Customer Service 1-800-495-4662 TTY 711	
POSNJH2 DEDCOIN3OPVALUESCI			
Health Record No. 642225008	Group No. 31512-006	Plan No. NJ04	RxBIN 003585 RxPCN 70000
	HMO TIER	PART TIER	NON-PAR TIER
Deductible	\$1000/\$3000	\$1000/\$3000	\$2000/\$6000
Primary Care	\$35	\$35	30%
Specialty Care	\$50	\$50	30%
Urgent Care	\$50	NA	30%
Emergency	10%	SEE HMO TIER	30%
Hospital	10%	10%	30%
Out of Pocket Max	-	\$3000/\$6000	\$6000/\$18000
Kaiser Permanente Insurance Company (KPIC) Kaiser Foundation Health Plan of Colorado (KFHP)			CO-DOI

PPO plan

PPO Plan kp.org/kpic-colorado		Customer Service 1-800-495-4662 TTY 711	
NJHFAMILY CSPPOVALUESCL			
Health Record No. 654284900	Group No. 31512-014	Plan No. OXAK	RxBIN 003585 RxPCN 70000
	PAR TIER	NON PAR TIER	
Deductible	\$2500/\$5000	\$7500/\$15000	
Primary Care	\$50	50%	
Specialty Care	\$70	50%	
Urgent Care	35%	50%	
Emergency	35%	50%	
Hospital	35%	50%	
Out of Pocket Max	\$3000/\$6000	\$6000/\$18000	
Kaiser Permanente Insurance Company (KPIC)			CO-DOI

Sample images, your card(s) will vary

1. Kaiser Foundation Health Plan of Colorado, Inc.(KFHP), underwrites the HMO Network Provider Tier and Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and Non-Participating Provider Tier of the 3-Tiered POS Plan.
2. Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and the Non-Participating Provider Tier.
3. Kaiser Permanente Insurance Company is contracted with First Health. First Health is a brand name of First Health Group Corp.
4. The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO Network is available through Cigna's contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Colorado state law requires that an Access Plan be available that describes the carrier's network provider services. To obtain a copy of Kaiser Foundation Health Plan of Colorado's Access Plan describing its HMO In-Network Provider, please call Member Services or visit kp.org. To obtain a copy of KPIC's Access Plan describing its Participating Provider Network, please call Customer Service at **1-855-364-3184** or visit kp.org/kpic-colorado.