

# Thank you for choosing Kaiser Permanente



**Making high-quality care more accessible has always been Kaiser Permanente's focus.** Even before the challenges of COVID-19, we were building on already-popular virtual care services and adding new ways for members to get the care they need – from home, work, or in person. Here are just a few of the enhancements we've made or that are in the works.



## NEW AND EXPANDED VIRTUAL CARE OPTIONS

**NEW HOURS for Chat with a Doctor** – Kaiser Permanente is the only health plan in Colorado to offer Chat with a Doctor – and at no charge to our members. For your convenience, we've expanded chat with a doctors to 6 a.m. to 10 p.m. 7 days a week.

**24/7 on-demand phone and video:** We've offered scheduled phone and video provider visits for many years. Now we are pleased to offer **on-demand** phone and video visits. Whether you need care at 2 p.m. or 2 a.m., we've got you covered. And just like an in-person visit with a Kaiser Permanente provider, your on-demand visit will be captured in your electronic medical record, so you and your care team are all on the same page.



## NEW – FASTER RX DELIVERY

**When you have an immediate need** and can't get to a Kaiser Permanente pharmacy, you can now get your prescriptions delivered to your door – fast! – with our new same-day/next-day delivery service. A \$10 delivery fee and some restrictions apply.



## EXPANDED IN-PERSON CARE OPTIONS

**NEW Medical Offices Coming in 2021** – We are excited about the opening of our new multispecialty medical offices in Colorado Springs at 3920 North Union Blvd. The Premier Medical Offices will open in early 2021.

**New Hospital Services** – We're pleased to announce the addition of Lutheran Medical Center as one of our core in-network hospitals.



## APPS TO HELP YOU STAY HEALTHY AND THRIVE

**Calm meditation and sleep app** – Normally a \$70 value, you can access this app at no cost by first registering on **kp.org** and then simply signing up.

**ClassPass On-demand Video Workouts** – Get access to a vast on-demand audio and video library of wide-ranging workouts and meditations from 5 to 75 minutes long. Log onto **kp.org/exercise** to access ClassPass.

**MyStrength** – an app based on cognitive behavioral therapy that offers guided resources and tools for a range of mental health needs and challenges.