Your life is LIKE NO OTHER...

Open Enrollment Guide

kp.org/georgia
Truly connected care with you at the center

We built our care model to just make sense. Unlike traditional, disconnected health systems, we combine care and coverage together. Your doctors, hospitals, and health plan are connected in real time to your electronic medical record. So, we can always make sure we’re on the same health page — yours! Prefer a digital experience? Go to georgia.kp.org/noother

...Fortunately, Kaiser Permanente is too
You can expect a more connected experience from the start

We get it. Changing health plans can be daunting. That’s why we guide you through each step of joining Kaiser Permanente, so you can start getting the care you need in no time.

Search profiles to find the right doctor
Our online doctor profiles let you browse the many doctors and locations in your area, even before you enroll. So, you can join knowing you’ve found a doctor who fits your needs.

Transition your care seamlessly
Easily move prescriptions and schedule a visit with a doctor who’s close to your home, work, or school. From day one, you’ll have the support you need to help reach your health goals.

Connect to care online
After you enroll, create an account at kp.org or download the Kaiser Permanente app. Then manage your health on your schedule – whenever, wherever.

So many ways to get care
You’ve got more ways to get quality care than ever before, so it’s easier to stay on top of your health.

Visit us in person at a location near you.

Talk to a health care professional by phone or video.

Email
Message your Kaiser Permanente doctor’s office with nonurgent questions and get a reply usually within 2 business days.

Prescription delivery
Use the Kaiser Permanente app to fill prescriptions for delivery or same-day pickup.

24/7 advice
Get on-demand support with 24/7 care advice by phone.

E-visit
Use our online symptom checker for certain conditions and get personalized care advice within a few hours.

Chat with a doctor
Chat live online with a Kaiser Permanente doctor for advice.

Care away from home
You’re covered for urgent and emergency care anywhere in the world. And if you’re planning to travel, we can help you stay on top of your health when you’re away from home. We’ll work with you to see if you need a vaccination, refill prescriptions, and more.

Want to talk? We’re here to help.
A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what membership perks are included. Call 888-865-5813 (TTY 711), Monday through Friday, 7 a.m. to 7 p.m. ET.
You're a member not a number
And members always get perks.

- **Acupuncture, massage therapy, chiropractic care**
  Enjoy reduced rates on services to help you stay healthy. kp.org/choosehealthy

- **Reduced rates on gym memberships**
  Stay active by joining a local fitness center, plus enjoy thousands of digital workout videos. kp.org/choosehealthy

- **Healthy lifestyle programs**
  Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more. kp.org/healthylifestyle

- **Wellness coaching**
  Get help reaching your health goals by working one-on-one with a wellness coach by phone. kp.org/wellnesscoach

Extras for your total health

- **Calm**
  Use meditation and mindfulness to build mental resilience, reduce stress, and improve sleep. kp.org/selfcareapps

- **myStrength**
  Set mental health goals, track progress, and get support managing depression, anxiety, and more. kp.org/selfcareapps

- **ClassPass**
  Choose from thousands of on-demand workout videos and get reduced rates on livestream and in-person classes. kp.org/classpass

- **ginger**
  Get emotional support coaching via text. kp.org/coachingapps

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Relax, I’ve got your back
At Kaiser Permanente, your primary care doctor plays a major role in making your health care journey as easy and effective as possible. Unlike disconnected health systems that rely on you – the patient – to figure out whom to see for what, at Kaiser Permanente, you can relax and leave that to us. With your electronic medical record always at our fingertips, we can quickly assess your real-time situation and either treat you directly or connect you with a specialist who can. As your personal health advocate, we’ll make sure you get the right care, at the right time.
Pharmacy like no other

Our award-winning pharmacy system is the very heart of our “under one roof” care experience. In most of our 26 medical offices, you can pick up your prescription or consult a Kaiser Permanente pharmacist on your way out the door. No more traffic. No more stops.

Getting started
Whether you’re transitioning from another provider or simply starting out fresh, it’s easier than you think to get started at Kaiser Permanente.

Medical center pharmacies
Our medical centers feature fully stocked pharmacies right on site.

Prescription delivery
Seeing your doctor virtually? No problem, you can either come in to one of our pharmacies or have your prescription delivered at no cost.

Refills
You can easily get refills by ordering online or through the Kaiser Permanente app. Or just call our 24-hour refill line.

Pharmacy questions
If you have questions or would like a copy of our preferred drug list, call us directly at 404-261-2590, Monday through Friday, 7 a.m. to 7 p.m. ET or visit kp.org/formulary.

Specialties, from A to X

Whether it’s one of the 45+ specialties offered in one of our Comprehensive Medical Centers in and around Atlanta or through one of our affiliated partners, you’ll always get the care you need.

Services you can expect at most Kaiser Permanente medical offices:

- Primary, Pediatric, Family Medicine
- Pharmacy
- Lab
- X-ray

- 24/7 Advanced Care
- Adult Medicine
- Audiology
- Behavioral Health
- Cardiology
- Child and Adolescent Psychiatry
- CT/MRI
- Dermatology
- DEXA Scan
- Endocrinology
- Express Care
- Family Medicine
- Gastroenterology
- General Surgery
- Geriatrics
- Hand Surgery
- Health Education
- Heart Failure Clinic
- Hematology/Oncology
- Infectious Diseases
- Infusion Center
- Lab Services
- Nephrology
- Neurology
- Nuclear Medicine
- Nutrition
- OB/GYN
- Oncology
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Pain Management
- Palliative Care
- Pediatrics/Adolescent Medicine
- Pharmacy
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Pulmonology
- Rheumatology
- Routine Mammography
- Sleep Medicine
- Sports Medicine
- Ultrasound
- Urgent Care
- Urogynecology
- Urology
- Vascular Surgery
- Weight Management
- X-ray
Members-only medical offices

Whether it’s routine or after hours, in-town or away from home, we’ve got you covered.

Convenient care near you
With multiple locations to choose from, it’s easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments. You can also see different doctors at different locations — whatever works best for you.

Finding the right location
Choosing a convenient place to get care is simple — just hop online and visit kp.org/facilities or grab your smartphone and use the Kaiser Permanente app.

Specialty care when you need it
We’re here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in Atlanta, we can conveniently connect you with the right specialist. And there are no referrals needed to see select Kaiser Permanente specialists.

Getting care anytime, anywhere
Urgent care
Many facilities offer services for nonemergency, urgent medical needs that require immediate attention — open 7 days a week.

Emergency care
If you ever need emergency care, you’re covered. You can always get care at any hospital emergency department.

Care away from home
If you get hurt or sick while traveling, we’ll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line at 951-268-3900 or visit kp.org/travel.

Skip the trip
Ask about a video visit. Call 404-365-0966.

Kaiser Permanente Medical Facilities
Kaiser Permanente Comprehensive Medical Centers
Locations near you

With 26 Kaiser Permanente offices and more than 600 doctors throughout metro Atlanta — plus pharmacy, lab, and X-ray usually right in the same building — you’ll enjoy convenience you won’t find with other plans. Plus, you won’t have to pay for parking.

**ATHENS-CLARKE COUNTY**
- Athens Medical Office

**CHEROKEE COUNTY**
- Holly Springs Medical Office

**CLAYTON COUNTY**
- Southwood Comprehensive Medical Center
- Southwood Specialty Center

**COBB COUNTY**
- Cumberland Medical Center
- TownPark Comprehensive Medical Center
- West Cobb Medical Center

**COWETA COUNTY**
- Newnan Medical Office

**DEKALB COUNTY**
- Crescent Medical Center
- Downtown Decatur Medical Office
- Panola Medical Center
- Stonecrest Medical Center

**DOUGLAS COUNTY**
- Douglasville Medical Office

**FAYETTE COUNTY**
- Fayette Medical Office

**FORSYTH COUNTY**
- Forsyth Medical Office

**FULTON COUNTY**
- Alpharetta Medical Center
- Brookwood at Peachtree Medical Office
- Cascade Medical Center
- Glenlake Comprehensive Specialty Center
- Sandy Springs Medical Office

**GWINNETT COUNTY**
- Lawrenceville Medical Office
- Gwinnett Comprehensive Medical Center
- Snellville Medical Office
- Sugar Hill-Buford Medical Center

**HENRY COUNTY**
- Henry Towne Centre Medical Center

**ROCKDALE COUNTY**
- Conyers Medical Office
Care options when you need them

If you ever need emergency care, you’re covered. You can get emergency care at any hospital emergency room, no matter what. But when your situation requires a planned trip to the hospital – like a surgery for instance – we’re proud to offer our effective model of care at Emory Decatur Hospital and Emory Saint Joseph’s Hospital where Kaiser Permanente doctors are on staff 24/7. You may also be seen at one of our hospital partners listed below. For the most up-to-date listing, visit kp.org/locations and type hospitals in the search box.

Our hospital partners include:

- Emory Healthcare
- Children’s Healthcare of Atlanta
- Northside Hospital
- Piedmont Healthcare
- Kaiser Permanente 24/7 Urgent Care
- Southwood Comprehensive Medical Center
  2400 Mt. Zion Parkway
  Jonesboro, GA 30236
  24 hours a day,
  7 days a week

- TownPark Comprehensive Medical Center
  750 TownPark Lane
  Kennesaw, GA 30144
  24 hours a day,
  7 days a week

Affiliated Community Urgent Care Locations

With over 60 affiliated Urgent Care locations across metro Atlanta and surrounding counties, we’ve got you covered. Go to kp.org/locations and type urgent care in the search box or scan the code to the right to find an urgent care center near you.

Locations are subject to change. Visit kp.org/locations for the most up-to-date listing.
Endnotes

1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

2. These features are available when you get care from Kaiser Permanente facilities.

3. The Ginger coaching services are not covered under your health plan, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Summary Plan Description or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old.

4. In the case of a pandemic, some facilities may be closed or offer limited hours and services.

5. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

6. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper respiratory symptoms, and frequent urination or a burning sensation when urinating.

7. See note 4.

8. 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.

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 United States. 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.

10. The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. Some locations are available only in specific cases. In an emergency, you have access to any hospital emergency room.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

• Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  • Qualified sign language interpreters
  • Written information in other formats, such as large print, audio, and accessible electronic formats

• Provide no cost language services to people whose primary language is not English, such as:
  • Qualified interpreters
  • Information written in other languages

If you need these services, call 1-888-865-5813 (TTY: 711)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-865-5813 (TTY: 711).

تأمل رقم: إذا كنتُ تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك بال만큼.

한국어 (한국어) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-865-5813 (TTY: 711)

Español (Español) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-865-5813 (TTY: 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-865-5813 (TTY: 711).

Scan here for an interactive map.
Your life is like no other
Choose health care that is centered around you

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.

Want to learn more?
Talk to an enrollment specialist today about specialty care, extra features, and more.
Call 888-865-5813 (TTY 711), Monday through Friday, 7 a.m. to 7 p.m. ET (closed holidays).

Prefer a digital experience?
Go to georgia.kp.org/noother

Current members with questions can call our Member Service Contact Center, Monday through Friday, 7 a.m. to 7 p.m. ET (closed holidays)
• 404-261-2590
• 1-888-865-5813
• 1-800-757-7585 (Chinese dialects)
• 711 (TTY)

Kaiser Foundation Health Plan of Georgia, Inc.
Nine Piedmont Center
3495 Piedmont Road NE
Atlanta, GA 30305

kp.org/georgia