

JPIA MEDICAL – OUT OF AREA CARE



Traveling or going away to college?

Our Anthem and Kaiser medical plans offer the following options for obtaining medical care while you are away from home.

Travel Outside CA (within the United States)

Anthem HMOs

- **Emergencies or Urgent Care** – Emergency or urgent care is treated as in-network even at non-network providers/facilities. You or a family member must call Anthem at the number on the back of your Member ID card within 48 hours.
- **Medically necessary health care (non-emergency illness or injury)** - Call BlueCard at 1-800-810-BLUE (2583). The BlueCard Call Center will tell you if there are doctors or hospitals in the area that can give you care.
- **Guest memberships** – Planning to be away from home for more than 90 days? You may be able to get a guest membership with a medical group in the U.S. city you are visiting. This is a great option for dependents going to school outside California. Not all states or regions within states are covered. To learn more, click [here](#) or call **1-800-827-6422**.

Anthem PPOs

- **Emergencies or Urgent Care** - Emergency or urgent care is treated as in-network even at non-network providers/facilities.
- **Medically necessary health care (non-emergency illness or injury)** – Anthem PPO members have access to care across the country through the BlueCard PPO Program. To find a provider/facility in the Blue Card network, go to www.anthem.com/ca, log in and use the Find a Doctor tool to search for a BlueCard PPO Program doctor or hospital. Or, call the Member Services number listed on your Anthem Member ID card.

Kaiser

- **Emergencies or Urgent Care** - Emergency or urgent care is treated as in-network even if it is not received from a Kaiser provider/facility. Once you are stabilized, you must contact Kaiser to let them know. For help or more information, call the **Away from Home Travel Line** at 951-268-3900.

- If you are outside of a Kaiser Permanente state, you may have access to additional urgent care options through Minute Clinic, Concentra or the Cigna PPO network. Please consult the **Away from Home Travel Line** at 951-268-3900 for more information.
- Want to receive **non-emergency care** in a different Kaiser Service Area? You will need to obtain a medical record number (MRN) for the Kaiser Service Area you are visiting. You can get an MRN by going to **kp.org/travel** or by calling the **Away from Home Travel Line** at 951-268-3900.

Travel Outside the United States

Anthem HMOs

- **Emergencies or Urgent Care** – You are covered for urgent or emergency care when travelling outside the United States. If you are admitted to a hospital, you must call Anthem within 48 hours at the Member Services number listed on your Member ID card.
- For questions about care while traveling internationally, please call the **Blue Cross Blue Shield Global Core Service Center** 24 hours a day, seven days a week toll-free at (800) 810-BLUE (2583) or by calling collect at (804) 673-1177.

Anthem PPOs

- **Emergencies or Urgent Care** - You are covered for urgent or emergency care when travelling outside the United States.
- **Medically necessary health care (non-emergency illness or injury)** – If you need care, you can use the Blue Cross Global Core Program. Search for participating providers or facilities by going to www.bcbsglobalcore.com, by calling the **Blue Cross Global Core Service Center** 24/7 at 1-800-810-2583 (BLUE) or collect at 1-804-673-1177, or by using the Blue Cross Global Core app.

Kaiser

- **Emergencies or Urgent Care** - You are covered for urgent or emergency care when travelling outside the United States. Once you are stabilized, you must contact Kaiser to let them know. For help or more information, call the **Away from Home Travel Line** at 951-268-3900.



Save More. Live Better.

With the ChooseHealthy® program, offered by your health plan, you can save more on wellness products and services—and discover new ways to live better every day.

The program allows you to:

- Get discounts from 10% to 50% on popular health and fitness brands
- Enroll in the Active&Fit Direct™ program and find your perfect gym from thousands of options, and more, for just **\$28 a month*** (see reverse for details).
- Save 25% on services from specialty health care practitioners
- Learn from evidence-based, online health classes and articles offered at no extra cost





Available Through  ChooseHealthy™

The Active&Fit Direct program gives you access to 12,500+ standard gyms nationwide for just \$28/month.*

You can also join any of our 6,200+ premium exercise studios with 20% – 70% discounts at most locations, and purchase an additional membership for your spouse.** All with no annual fees and no long-term contracts!

Learn more: kp.org/choosehealthy.

12,500+ Standard Gyms, including:



6,200+ Premium Exercise Studios, including:



* Plus an enrollment fee and applicable taxes for standard fitness facilities. Costs for premium exercise studios exceed \$28/mo. and an enrollment fee will apply for each premium location selected, plus applicable taxes. Fees vary based on premium fitness studios selected.

**Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees will vary based on fitness center selection.

Please note that the ChooseHealthy program is not insurance. You should check any insurance benefits you have before using this discount program, as those benefits may result in lower costs to you than using this discount program. The ChooseHealthy program provides for discounts from participating specialty health care providers. You are obligated to pay for all services from those providers, but will receive a discount from those participating providers for services included in the program. The ChooseHealthy program also provides access to the Active&Fit Direct program, which provides discounted access to fitness centers and YMCAs. The ChooseHealthy program does not make any payments directly to those participating providers or to the Active&Fit Direct program. The ChooseHealthy program has no liability for providing or guaranteeing services and assumes no liability for the quality of services rendered. Discounts on <products and> services available through the ChooseHealthy program are subject to change; please consult the website for current availability.

The Active&Fit Direct program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health. Standard fitness center and premium studio participation varies by location and is subject to change. ASH reserves the right to modify any aspect of the Program (including, without limitation, the Enrollment Fee(s), the Monthly Fee(s), any future Annual Maintenance Fees, and/or the Introductory Period) at any time per the terms and conditions. If we modify a fee or make a material change to the Program, we will provide you with no less than 30 days' notice prior to the effective date of the change. We may discontinue the Program at any time upon advance written notice. The ChooseHealthy program is provided by American Specialty Health Group, Inc. and ASH Technologies, Inc. (dba ASH Technologies of Delaware, Inc. in the state of Pennsylvania); all are subsidiaries of American Specialty Health Incorporated (ASH). ASH is an independent specialty health organization, offering musculoskeletal health provider networks and programs, fitness center networks and programs, and well-being solutions on behalf of health plans, employers, and other clients. Not all services may be available in all areas, and the program may be changed (including monthly and enrollment fees and/or the introductory period) or discontinued at any time.

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STAY FIT AT HOME!



Check out these fitness offers for Anthem & Kaiser members!

To access these valuable programs, you must be signed into your [Anthem](#) or [Kaiser](#) member account.

[Active & Fit](#)

When Anthem or Kaiser members sign up for an Active & Fit gym membership (\$25 per month/\$25 one-time enrollment fee), they can access more than 1,500 on-demand workout videos, and once gyms are open, can visit any of the 11,000 fitness centers in the nationwide Active & Fit network.

- [Kaiser](#) member? Click [here](#), and then sign in to your Kaiser account by clicking on the Learn More box under Active & Fit Direct.
- [Anthem](#) member? Sign in to your Anthem account, then go to Care and then Discounts for the link to Active & Fit.

[ChooseHealthy](#)

Kaiser and Anthem members can get reduced rates on a variety of fitness, health, and wellness products through the ChooseHealthy program, including activity trackers, workout apparel and exercise equipment.

- [Kaiser](#) member? Click [here](#), and then sign in to your Kaiser account by clicking on the Learn More box under ChooseHealthy.
- [Anthem](#) member? Sign in to your Anthem account, then go to Care and then Discounts for the link to ChooseHealthy.

[ClassPass](#) (Special rate for Kaiser members)

Fitness industry leader ClassPass makes it easier for you to exercise from the comfort of home. Try yoga, cardio, and bootcamp, all without leaving your house!

- [Kaiser](#) member? Click [here](#), and then sign in to your Kaiser account by clicking on the Learn More box under ClassPass.
- [Anthem](#) member? Go direct to [ClassPass](#) to open an account and view available plans and pricing.



More care options while you're away from home



No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.



Nonurgent care

Use your **kp.org** account or the Kaiser Permanente app across the U.S. to:

- Get 24/7 care and advice from Kaiser Permanente clinicians by phone or online
- Access care by phone,¹ video,¹ or e-visit – usually at no cost²
- Email nonurgent questions to your doctor's office



Urgent care³

You can get urgent care anywhere in the world. At many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance for care or prescriptions⁴ related to your urgent care visit – no need to file a claim later:

- Cigna PPO Network⁵
- MinuteClinic, including pharmacies⁶
- Concentra Urgent Care⁶
- The Little Clinic, including pharmacies⁶

At all other locations, you must pay the full cost of care upfront and file a claim for reimbursement later.



Emergency care⁷

No matter where you are, you can simply go to the nearest hospital emergency room. If it's a Kaiser Permanente location or Cigna PPO provider, you'll only pay your normal copay or coinsurance.

Support while you're away

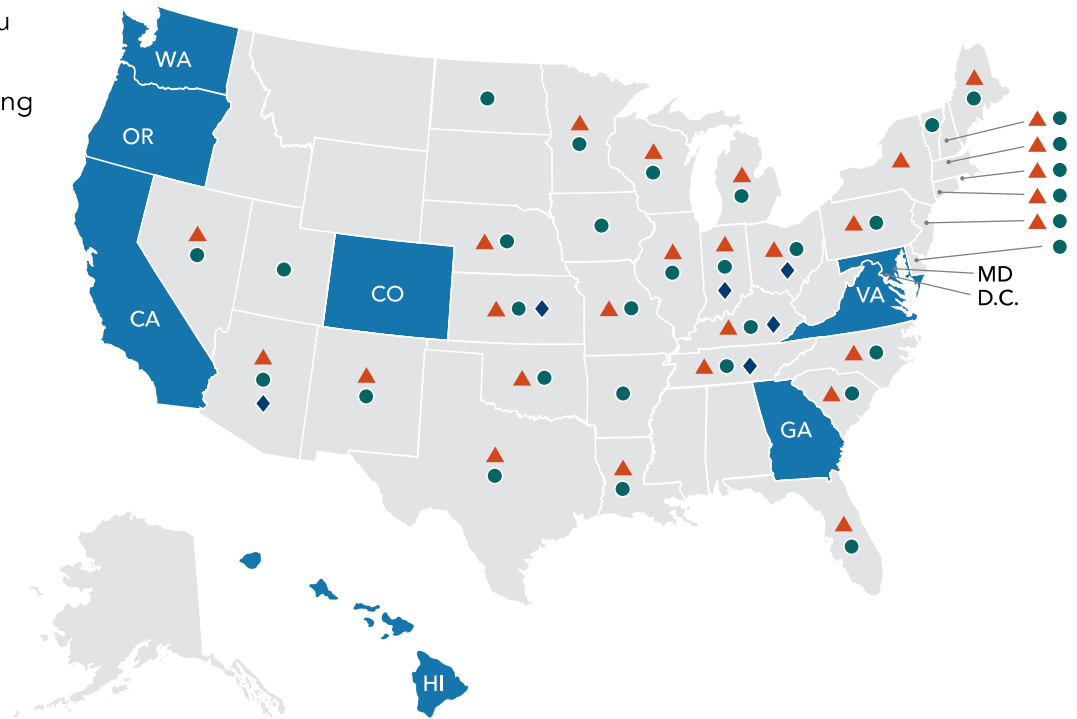


Need help finding care or learning what's covered while you're away? Call the Away from Home Travel Line at **951-268-3900** (TTY **711**)⁸ or visit **kp.org/travel**.

Find care near you

At home or on the go you can get care where and when you need it. Traveling Kaiser Permanente members have access to nonurgent, urgent, and emergency care across the U.S.

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



1. 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. 2. If you have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits. 3. 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. 4. GA commercial members are required to pay upfront and seek reimbursement for prescriptions. If employee is in a state that has Kaiser Permanente providers, but outside one of our service areas, the member pays upfront for services and prescriptions and will need to file a claim for reimbursement. Maintenance medications (e.g., blood pressure, cholesterol), high cost or specialty medications are not included in this benefit, and the member will need to file a claim for reimbursement. Reimbursement is subject to the pharmacy benefit as described in the member's *Evidence of Coverage* or other coverage documents. 5. The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. 6. MinuteClinic, Concentra Urgent Care, and The Little Clinic payment experiences vary by plan. 7. 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. 8. 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 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.

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.

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Kaiser Permanente Insurance Company (KPIC), One Kaiser Plaza, Oakland, CA 94612

Your care, your way

Connect to care anytime, anywhere



Get the care you need the way you want it. No matter which option you choose, your providers can see your health history, update your medical record, and give you personalized care that fits your life.

Choose where, when, and how you get care

To make an appointment, call us at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY), Monday through Friday, 7 a.m. to 7 p.m.* You can also schedule some appointments online at **kp.org/getcare** or with the Kaiser Permanente app.



24/7 care advice

Get medical advice and care guidance in the moment from a Kaiser Permanente provider at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY).



In-person visit

Same-day appointments are often available. Sign in to **kp.org** anytime, or call us to schedule a visit.



Email

Message your doctor's office with nonurgent questions anytime. Sign in to **kp.org** or use our mobile app.²



Phone appointment

Save yourself a trip to the doctor's office for minor conditions by scheduling a call with a clinician.^{2,3}



Video visit

Meet face-to-face online with a clinician on your computer, smartphone, or tablet for minor conditions or follow-up care.^{2,3}



E-visit

Get quick online care for minor health problems. Fill out a short questionnaire about your symptoms, and a clinician will get back to you with a care plan – usually within 2 hours.

Need care now? Know before you go.

Urgent care

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.

Visit **kp.org/getcare** to find the urgent care location nearest you.

Emergency care

Emergency care¹ is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include chest pain or pressure, severe stomach pain that comes on suddenly, severe shortness of breath, and decrease in or loss of consciousness.

Not sure where to go?

We're here 24/7 to guide you. Call us at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY).

*Weekend appointment call center hours available in the following areas: Coachella Valley, Downey, Fontana, LAMC, WLAMC, Moreno Valley, Ontario, Riverside, South Bay.

¹If 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.

²These features are available when you receive care at Kaiser Permanente facilities.

³When appropriate and available.