

Away from Home Travel

# On the go

Our Medicare health plan members are covered when traveling in the U.S. or anywhere in the world<sup>1</sup>



**KAISER PERMANENTE®**

# Getting care while traveling

You're covered for urgent and emergency care in all the areas we operate, including from non-Kaiser Permanente providers and MinuteClinic® locations across the nation. In addition, certain routine services may also be available.

This brochure will help you learn how to get care in any of our service areas, which include all or parts of:

- California
- Colorado
- Georgia
- Hawaii
- Maryland
- Oregon
- Virginia
- Washington
- Washington, D.C.

You can find Kaiser Permanente locations at [kp.org/kpfacilities](https://kp.org/kpfacilities).

When you're traveling internationally or in states outside Kaiser Permanente areas, you're covered for urgent and emergency care.<sup>1</sup> Routine services usually aren't covered, so make sure to get them before your trip.

# What's inside

## Care where you need it

How do I get care in other Kaiser Permanente areas?..... 3

What costs should I expect?..... 4

How do I submit a claim? ..... 5

## Care while traveling

What are the types of care? ..... 6

What if I need emergency care?..... 8

What if I need urgent care?..... 9

What services are available? ..... 10

What services may be available with approval in advance?..... 11

What services aren't available?..... 12

## For more information

Extra resources..... 13

Before you go ..... 13

Kaiser Permanente service areas..... 19



## Care where you need it

### How do I get care in other Kaiser Permanente areas?<sup>2</sup>

Call the Away from Home Travel Line<sup>3</sup> at **951-268-3900** and let them know you plan to visit another Kaiser Permanente service area.

You'll get a medical record number (MRN) or health record number (HRN), should you need to make an appointment or get emergency or urgent care.

You'll use this MRN or HRN only in the area you're visiting. You'll use the same MRN or HRN whenever you visit the area. There's no need to get a new MRN or HRN if you visit the area again. When you return home, you'll use your home MRN or HRN to get care.

Certain types of care require approval by Kaiser Permanente. Call the Away from Home Travel Line at **951-268-3900** for more information.

## What costs should I expect?

For most covered services in another Kaiser Permanente service area, you'll pay what you normally would in your home region – for example, a copay, coinsurance, or deductible payment. If what you pay doesn't cover all that you owe for the care you received, you'll get a bill for the difference later. For some services and items, you may have to pay in full and file a claim with your home service area to be paid back.

For more specific information on your coverage, please check your plan details or contact Member Services in your home service area.<sup>4</sup> You'll find that phone number on the back of your Kaiser Permanente ID card.

If you get emergency or urgent care outside a Kaiser Permanente area, you'll need to pay the bill yourself and then submit a claim for reimbursement. In many countries, providers require payment before giving care. Costs can be high, so you may want to get extra travel insurance for your trip.

## How do I submit a claim?

If you paid for emergency or urgent care while away from home, you'll need to file a claim for reimbursement. Visit **kp.org/travel** to download a claim form.

The following is required for all requests for reimbursement, including international claims:

- Itemized bills (should include date of service, services received, and cost of each item)
- Medical records (copies of original medical reports, admission notes, emergency room records, and/or consultation reports)
- Proof of payment (receipts or bank or credit card statements)
- Proof of travel (copy of itinerary and/or airline tickets)

For help with filing a claim, call the Away from Home Travel Line at **951-268-3900**. For more information, visit **kp.org/travel** and select "After you travel."



## Care while traveling

### What are the types of care?

Anything can come up when you travel, and different health needs require different types of care – emergency, urgent, or routine.

### What is an emergency care need?

Emergency care is for a medical or psychiatric condition, including severe pain, that requires immediate attention to prevent serious jeopardy to your health.<sup>5</sup>

#### Examples include:

- Chest pain or pressure
- Severe stomach pain that comes on suddenly
- Severe shortness of breath
- Decrease in or loss of consciousness

### In case of an emergency

If you have a medical emergency, call **911** (if you're in the United States) or go to the nearest hospital.

## What is an urgent care need?

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but isn't an emergency medical condition.

### **Examples include:**

- Minor injuries or cuts
- Backaches
- Earaches
- Upper-respiratory symptoms
- Sore throats
- Frequent or severe coughs
- Frequent urination or a burning sensation when urinating

## What is a routine care need?

Routine care is for an expected need.

### **Examples include:**

- Physical exams
- Immunizations (shots)
- Follow-up visits

Routine care isn't usually covered outside some Kaiser Permanente areas, so make sure to get it before your trip. If you're not sure what kind of care you need, use your secure [kp.org](https://kp.org) login and password to send a nonurgent message to your primary care physician.<sup>6</sup>



## What if I need emergency care?

You're covered for emergency care anywhere in the world.<sup>1</sup>

What should I do if I need emergency care and I'm not in a Kaiser Permanente service area?

- Get care right away. You don't need to call Kaiser Permanente first.
- You're covered for emergency care anywhere in the world. If you need emergency or out-of-area urgent care, you can get care from any provider.<sup>1</sup>
- If you're in the United States, call **911** or go to the nearest hospital.
- Outside the United States,<sup>1</sup> go to the nearest hospital or place where you can get medical care.
- Once you're stable, call Kaiser Permanente at **1-800-225-8883**. Let us know you got emergency care or have been admitted to a hospital.
- If you're unable to call, ask the doctor or someone else at the hospital to call for you.
- We'll talk to the doctor who's treating you to make sure you get the right care and to decide what to do next.
- We have interpreters, so we can talk to your doctor even if he or she doesn't speak English.

## What if I need follow-up care after an emergency outside a Kaiser Permanente area?

- Call us at **1-800-225-8883** as soon as you can. It's better to call us before you get care. If we agree that you need care, we may approve the care the doctor who's treating you recommends, or we may choose a different doctor to make sure you're getting the right care.
- Refer to your *Evidence of Coverage (EOC)* for information about your post-stabilization coverage.

## What if I need urgent care?

If you need out-of-area urgent care, go to the nearest MinuteClinic or urgent care facility.

For care at a MinuteClinic, you'll be charged your standard copay or coinsurance. Bring your Kaiser Permanente ID card. Walk-ins welcome, no appointment needed.

For care at an urgent care facility or other retail clinic, you'll pay for services upfront and will need to file a claim for reimbursement.

If you're in a Kaiser Permanente area, visit one of our urgent care locations. To find locations, visit **[kp.org/locations](https://kp.org/locations)** or call the Away from Home Travel Line at **951-268-3900**.

## What services are available when I'm in another Kaiser Permanente service area?<sup>2</sup>

You can get most of the same services you would get in your home area when visiting another Kaiser Permanente service area, if they're provided or referred by a Kaiser Permanente doctor in the area you're visiting.

### Inpatient services

Hospital stays, including surgery and other services you may get while you're admitted

### Outpatient services

- Office visits, including vision exams
- Outpatient surgery (with certain exceptions)
- Allergy tests and allergy injections
- Physical, occupational, and speech therapy
- Chemotherapy
- Dialysis care

### X-ray and laboratory services

In or out of the hospital

### Prescription drugs

If the drug is covered in your home area

### Mental health/chemical dependency services

Same coverage as in your home area

## Skilled nursing facility services

### Home health care services

Part-time or occasional home health care services inside a Kaiser Permanente area

These services and items must be medically necessary and meet the requirements described in your *EOC*.

## **What services may be available with approval in advance?**

The following services are available to you. But you'll need to get approval in advance from your home area.

- Medicare-covered gender-affirming surgery and related services (other than services that are provided in all regions)
- Services related to bariatric surgery and treatment
- Organ and blood/marrow transplants and related services
- Durable medical equipment
- Chronic dialysis

## What services aren't available?

The services and items listed below aren't covered in other Kaiser Permanente areas even if they're covered under your plan's *EOC*:

- Dental services
- Alternative medicine and complementary care
- Orthotics, prosthetics, and hearing aids

For more specific information on services that aren't available, call the Away from Home Travel Line at **951-268-3900**. Services, equipment, and supplies not covered under your plan are outlined in your *EOC*.

This brochure doesn't include a complete list of exclusions or available services. Services may vary by service area or plan. For more specific information about services, call the Away from Home Travel Line at **951-268-3900**.



## For more information

### Extra resources

For more information about getting care in another Kaiser Permanente area:

- See your *EOC*.
- Contact Member Services in your home area.

For 24/7 travel support anytime, anywhere, call the Away from Home Travel Line<sup>3</sup> at **951-268-3900** or visit **kp.org/travel**. Washington members outside the Vancouver/Longview area, visit **kp.org/wa/travel**.

### Before you go ...

#### Your travel planning checklist

Plan now for a healthy trip.

#### Things to do

- Register on **kp.org** to see your health information and email your Kaiser Permanente doctor anytime.<sup>6</sup>
- Get our Kaiser Permanente app to stay connected on the go.
- See your doctor if you need to

manage a condition during your trip.

- Refill your eligible prescriptions to have enough while you're away.
- Print a summary of your online medical record in case you don't have internet access.<sup>6</sup>
- Make sure your immunizations are up to date, including your yearly flu shot.

### Don't forget

- Take your Kaiser Permanente ID card. It has important phone numbers on the back.
- Take this brochure on your trip.
- If you travel by plane, keep your prescription medications in your carry-on baggage.
- Keep the emergency number **1-800-225-8883** with your important documents.
- Call the Away from Home Travel Line<sup>3</sup> (24/7) at **951-268-3900** (TTY **711**) or visit **kp.org/travel**. (WA members outside Vancouver/Longview, visit **kp.org/wa/travel**.)

## Trip notes

Take note of any medical/health record numbers for getting care in other Kaiser Permanente areas.

### Trip 1

Kaiser Permanente area you're visiting

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Medical/health record number

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Notes

### Trip 2

Kaiser Permanente area you're visiting

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Medical/health record number

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Notes



### **Trip 3**

Kaiser Permanente area you're visiting

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Medical/health record number

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Notes

### **Trip 4**

Kaiser Permanente area you're visiting

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Medical/health record number

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Notes

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Kaiser Permanente may change the terms, conditions, and eligible service areas of visiting member services at any time.

Services covered under your health plan are provided and/or arranged by a Kaiser Foundation Health Plan.

**1.** Medicare members should check their *Evidence of Coverage (EOC)* for more details and whether they have emergency coverage outside the United States. Most of our plans cover emergency and urgent care outside the United States.

**2.** When you get care in other Kaiser Permanente areas, your home-area claims and grievance processes still apply. Members can file a grievance with or without a denial letter. See your *EOC* for details.

**3.** 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.

**4.** Reimbursement subject to the terms and limitations of your health plan coverage document such as *EOC*.

**5.** If you reasonably believe you have an emergency medical condition, call **911** (if you are in the U.S.) or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *EOC* or other coverage documents.

**6.** These features are available when you register on [kp.org](http://kp.org) and seek care from Kaiser Permanente doctors.

# Kaiser Permanente service areas

## California

### **Kaiser Foundation Health Plan, Inc.**

393 E. Walnut St.  
Pasadena, CA 91188

**1-800-443-0815 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

**Note:** If you're trying to get care from a contracted, non-Kaiser Permanente provider in Coachella Valley (Palm Desert, Palm Springs, Desert Hot Springs, or Indio), you may have to contact your personal doctor in your home service area first to get an OK and a referral.

## Colorado

### **Kaiser Foundation Health Plan of Colorado**

10350 E. Dakota Ave.  
Denver, CO 80247

**1-800-476-2167 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

**Note:** Network providers in Northern Colorado are available only to Northern Colorado members. Network providers in Southern Colorado are available only to Southern Colorado members.

## District of Columbia

### **Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.**

2101 E. Jefferson St.  
Rockville, MD 20852

**1-888-777-5536 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Georgia

Atlanta metro area

### **Kaiser Foundation Health Plan of Georgia, Inc.**

Nine Piedmont Center  
3495 Piedmont Road NE  
Atlanta, GA 30305

**1-800-232-4404 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Hawaii

The islands of Oahu and Maui and  
most of Hawaii (the Big Island)

### **Kaiser Foundation Health Plan, Inc.**

711 Kapiolani Blvd., Tower Suite 400  
Honolulu, HI 96813

**1-800-805-2739 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Maryland

Baltimore and suburban D.C. area

### **Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.**

2101 E. Jefferson St.

Rockville, MD 20852

**1-888-777-5536 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Oregon

### **Kaiser Foundation Health Plan of the Northwest**

500 NE Multnomah St., Suite 100

Portland, OR 97232

**1-877-221-8221 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Virginia

### **Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.**

2101 E. Jefferson St.

Rockville, MD 20852

**1-888-777-5536 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Washington

Southwest area

### **Kaiser Foundation Health Plan of the Northwest**

500 NE Multnomah St., Suite 100  
Portland, OR 97232

**1-877-221-8221 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

Outside Vancouver/Longview area

### **Kaiser Foundation Health Plan of Washington**

1300 SW 27th St.  
Renton, WA 98057

**1-888-901-4600 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

Phone numbers beginning with  
**1-800, 1-866, 1-877, or 1-888** are  
toll-free. TTY numbers are for the deaf  
or hard of hearing.











