

Healthy extras, no extra costs

We want you to be healthy and stay healthy. That's why your membership comes with lots of extra, no-cost programs and benefits to boost your health. There are no deductibles to meet or copays required. Simply pick (and use) the perks you want.



Chat with a doctor, specialist, pharmacist

Connect in real time with Kaiser Permanente doctors, specialists such as pediatricians, obstetricians-gynecologists, and emergency care doctors, for urgent and routine medical advice. Not only will it not cost you anything, you may save yourself a trip and a copay for urgent or emergency Care. If you have medication questions, you can choose to talk with a pharmacist. And since they're connected to your doctor and care team, they can provide medical advice based on your health record and history. Log on to kp.org and click **start a chat now**, weekdays, 7 a.m. to 10 p.m., 7 days a week.



Email your doctor

Message your Kaiser Permanente doctor with non-urgent questions anytime – and even upload images. Is it a simple rash or an allergic reaction? They'll respond within one business day, if not sooner.



24/7 medical advice

To ease your mind about health concerns, talk with one of our nurses anytime, day or night, at **303-338-4545 (TTY 711)**.



E-Visits

In addition to our 24/7 telephone guidance from the Appointment and Advice Contact center, you can fill out a short questionnaire about your symptoms online, and a nurse will get back to you with a care plan – usually within 6 hours.

Chronic pain clinic

Everyone's pain and tolerance levels are different. A personalized pain management plan can help you enjoy life to the fullest while dealing effectively with chronic pain. With our 6-week program, you can give yourself the support you need to cope with pain and keep it under control. Talk with your Kaiser Permanente doctor if you'd like to register.

Personal wellness and nutrition coaching

Whether you're trying to eat better, lose weight, get active, or manage stress, getting started and staying motivated can be a challenge. So, if you want to score tips on how to make healthy changes and stick with them, take advantage of a one-on-one telephone consultation with our wellness coaches or registered dietitians. Call **1-866-862-4295 (TTY 711)**, weekdays, 7 a.m. to 8 p.m. Coaching is available in English or Spanish.

Healthy connections weight loss class

Based on proven success strategies, this 16-week, in-person class helps you lose weight and prevent diabetes. You can also join monthly group check-in meetings to keep your motivation going or to get back on track. For information on classes offered across Denver/Boulder, call **303-614-1070 (TTY 711)**.

Seasonal flu shot

Walk-in, seasonal flu shots are available to you at all our medical offices. No appointment is necessary. And, if you have a scheduled appointment, you get your shot during your office visit. Access our flu clinic schedule at kp.org/flu.

Personal road map to health

Respond confidentially to questions on physical activity, nutrition, stress, other health behaviors, and receive a personalized report detailing what you are doing well and what steps you can do to improve your health and well-being. To get your personal health plan, visit kp.org/health-assessment.

Healthy Lifestyle programs¹

- **Care for Pain™** helps you examine how chronic pain affects your daily life and helps you manage it. If you have joint, back or neck pain, or chronic headaches, this program helps you make small changes for long-term relief. Reduce your aches and pain at kp.org/pain-management.
- **Dream™** helps you change the way you think about sleep, so you can wake up refreshed and ready to take on the day. Learn techniques to overcome insomnia and get your much-needed shut-eye at kp.org/dream.
- **Care for Diabetes™** is a customized program that can help you lead a healthier, more active life with diabetes. It assesses your daily routines and general health, then gives you ways to manage diabetes more effectively. Get started at kp.org/diabetes.
- **Nourish™** is designed to work with your food preferences and weight goals to help you manage your overall health. You'll even get motivational emails to keep you on track. Nourish your body at kp.org/nourish.
- **Balance™** helps you find your healthy weight through proven, personalized weight-loss techniques and mindful eating. Find your balance at kp.org/lose-weight.
- **Care for Depression™** can help you gain greater control over your depression. Learn how to cope with your symptoms, change negative thinking, and prevent relapses. Start feeling like yourself again, visit kp.org/depression.
- **Breathe™** supports you as you explore why it's hard to quit smoking. You'll get tips and advice to help you cope with stress, deal with urges and stay off tobacco. Give up the habit at kp.org/breathe.
- **Relax™** helps you fight stress in healthy ways. You'll identify the causes of your stress, and learn strategies to manage and reduce your symptoms, which can include irritability and depression. Visit kp.org/relax.

New Member Connect Department

Need a little assistance getting started with us? If so, our New Member Connect Department can help you choose your personal doctor, transition prescriptions or medical records, register for secure access to kp.org and even connect you to the care you need. Visit kp.org/newmember.

Mail Order Pharmacy

Skip the trip, get it shipped. Save time and money with convenient delivery of your maintenance medications (i.e., cholesterol, blood pressure, thyroid, etc.) by using our Mail Order Pharmacy. To get started online or via the app: 1) log in to kp.org and select *Pharmacy Center*; 2) choose the medications you wish to refill; and 3) review your order and click *Place My Order*.



More for less maintenance medications

When you order maintenance medications through our Mail Order Pharmacy, you can get up to three months of medication for the price of only 1 or 2 copays, saving you money.² Check your *Evidence of Coverage* or *Summary of Benefits* to take full advantage of your benefits.

Live well for less, member discounts

Get reduced rates on a variety of health-related products and services through ChooseHealthy, including 25% off regular fees for massage therapy, acupuncture, and chiropractic care. You don't need a referral from your doctor, and you can see these providers as many times as you want. You can also access more than 9,000 fitness centers nationwide in the Active&Fit Direct network for only \$25 per month. Join programs and start saving at kp.org/choosehealthy.³

Diabetic retina screening

You can walk in (no appointment needed) for a diabetic photo screening to check your retina for bleeding and leaking blood vessels due to diabetes.⁴ Contact any Kaiser Permanente Eye Care Department for additional details.

Food for health, physician-approved recipes

Get inspired to prepare delicious, healthy meals. Browse recipes by category - such as vegan and vegetarian dishes, hearty soups, or desserts. When you subscribe, you'll get daily recipes delivered to your inbox. Plus, we link you to top "foodie" channels and blogs around the country. Get cooking at kp.org/foodforhealth.

Support for a healthy pregnancy

Did you know more than 100,000 babies were born at Kaiser Permanente last year? That's a lot of glowing moms-to-be, nervous partners, and adorable new arrivals. Everything you need to start your journey can be found on kp.org/maternity. Whether it's a birthing plan, healthy pregnancy support trimester by trimester, checklists and educational videos, we're with you every baby step of the way.

Medical financial counseling:

You can chat online in real time or talk with one of our medical financial counselors to understand costs related to your care at Kaiser Permanente and to get financial advice and even personalized price estimates, based on your plan, for upcoming medical services or procedures. To access service, log on to kp.org and click Chat, or call **303-338-3025 (TTY 711)**, weekdays, 8 a.m. to 6 p.m. You can also visit kp.org/costestimates.



Preventive care⁵

While preventive care has always been an essential part of our health plans, we want to remind you to take advantage of immunizations, exams and screenings covered under the Patient Protection and Affordable Care Act, such as:

- Blood pressure screening for all adults
- Breast cancer screening for all at-risk individuals regardless of age
- Cardiac rehabilitation
- Cervical cancer screening
- Cholesterol screening (fasting or non-fasting)
- Colon cancer screening for all at-risk individuals regardless of age
- Colorectal cancer screening for adults over 50
- Depression screenings for adults
- Eye exam and eye glasses for children
- Eye exam for adults
- Immunizations for children from birth to 18 years of age
- Obesity screening and counseling for children
- Oral health risk assessment by primary care physician for children
- Pulmonary rehabilitation
- Mammograms every 1 to 2 years for women over 40
- Prenatal care
- Preventive and well-baby care
- Prescribed, FDA-approved medications for breast cancer prevention
- Routine hearing exam and hearing aids for children
- Routine physical exam
- Tobacco cessation, FDA-approved medications, including over-the-counter medications, when prescribed by a doctor
- Type 2 diabetes screening for adults with high blood pressure

Visit kp.org/prevention for a complete list of preventive care services.

Podcasts and videos to promote healing

Look, listen, and learn about your health and well-being. Choose from a wide variety of videos and podcasts to help you relax, sleep better, reduce stress and focus on healthy changes. kp.org/video | kp.org/audio

Translation | KP language connect

Get help in your language – we speak 150 of them, and we have interpreters available for American Sign Language. Call **1-800-632-9700 (TTY 711)**. And, when you're visiting our medical offices, physicians can connect you with an interpreter in person or via video.

De-stress learning modules

Uncontrolled stress can lead to health risks. But the good news is that resilience can help you bounce back from stress. In **Stress Management Part 1**, learn how stress affects your mind, body, mood and behaviors, and identify stressful events in your life that could be affecting your well-being. Then, in **Stress Management Part 2**, learn strategies to help you control stress, develop resiliency, and set realistic goals for reducing stress levels.

Health eLearning

- Is it a cold or the flu? Use our interactive symptom checker, you can gauge your symptoms by click on the body part that's troubling you and learn what to do next – in English or Spanish. kp.org/symptoms | kp.org/sintomas
- Learn more about your options for common tests and procedures, along with their risks and benefits. kp.org/healthdecisions.
- Take an interactive quiz or enter your information into one of our calculators to learn more about your health. Are you at risk for a heart attack or osteoporosis? kp.org/calculators
- Stay informed on popular health subjects or discover something new through our healthy living guides, available in English and Spanish. kp.org/livehealthy | kp.org/vidasaludable
- Explore more than 40,000 pages of in-depth information on health conditions, related symptoms, and treatment options in English or Spanish. kp.org/health | kp.org/salud
- Learn more about your medications with detailed descriptions of thousands of drugs, including possible side effects. kp.org/medications | kp.org/medicamentos
- Find answers to your questions about dietary supplements, vitamins, minerals, and other natural products. kp.org/naturalmedicines | kp.org/medicinasnaturales

1 Healthy Lifestyles programs are for Kaiser Permanente members 18 years and older.

2 Plan and product restrictions may apply. Refer to your **Evidence of Coverage** or **Summary of Benefits**.

5 This value-added program is an extra service provided by entities other than Kaiser Foundation Health Plan of Colorado, Inc., and is neither offered nor guaranteed. Please note this is a discount program; it is not insurance. ChooseHealthy and Active&Fit Direct are programs offered by American Specialty Health, Incorporated.

4 Screening every two years if there's no history of retinopathy during last exam, every year if there is a history of retinopathy. Refer to your **Evidence of Coverage** for benefit details.

5 The preventive services in this document apply to all grandfathered large group plans that cover services at no cost. List is not comprehensive and doesn't list services covered under Medicare. Tests are covered at no charge, unless ordered by physician due to symptoms or for patients with existing health conditions. Refer to your **Evidence of Coverage** or call Member Services, **1-800-632-9700**, weekdays 8 a.m. to 6 p.m. (TTY 711) with questions.

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