

# More care options while you're away from home

No matter where life takes you, Kaiser Permanente has you covered.



## Routine care at your fingertips

Use your **kp.org** account or the Kaiser Permanente app<sup>1</sup> on the go to:

- Get medical advice from a licensed care professional 24/7
- Access care by phone, video, or e-visit—usually at no cost<sup>2</sup>
- Email nonurgent questions to your doctor's office



## Urgent care<sup>3</sup>

You can get urgent care anywhere in the world. At many locations outside Kaiser Permanente service areas, you'll only pay your copay or coinsurance—no need to file a claim.

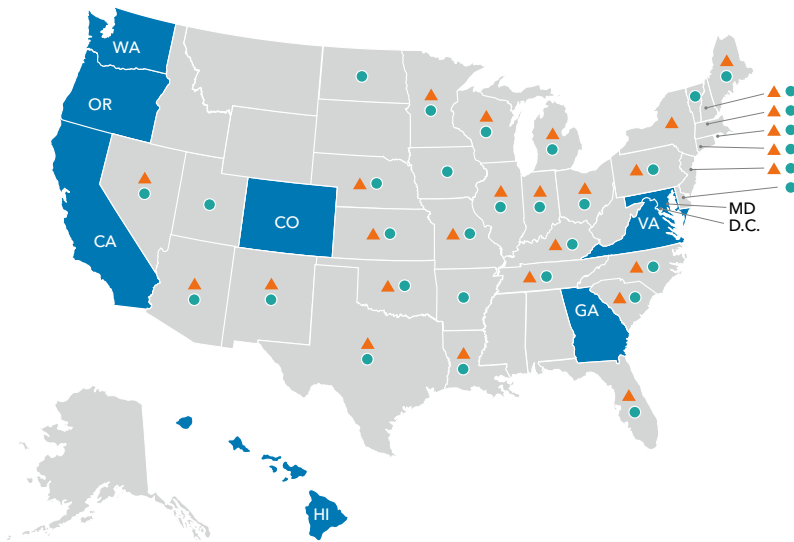
- Cigna Healthcare<sup>SM</sup> PPO Network<sup>4</sup> providers
- MinuteClinics<sup>®</sup>, including pharmacies<sup>5</sup>
- Concentra clinics<sup>5</sup>



## Emergency care<sup>3</sup>

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

## Find care near you



- Kaiser Permanente
- Cigna Healthcare PPO Network
- ▲ Concentra
- MinuteClinic<sup>®</sup>, including pharmacies

## 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**)<sup>6</sup> or visit **kp.org/travel**. If you're traveling internationally and need help locating urgent or emergency care, call **001-951-268-3900** (from a landline phone) or **951-268-3900** (from a mobile device).<sup>6</sup>



<sup>1</sup> To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

<sup>2</sup> 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. 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.

<sup>3</sup> 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.

<sup>4</sup> The Cigna Healthcare<sup>SM</sup> PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration.

<sup>5</sup> MinuteClinic and Concentra payment experiences vary by plan.

<sup>6</sup> 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.

Cigna Healthcare is an independent company and not affiliated with Kaiser Permanente Insurance Company or Kaiser Foundation Health Plan. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with Kaiser Permanente Insurance Company and Kaiser Foundation Health Plan. The Cigna Healthcare 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.

Learn more at [kp.org/travel](https://kp.org/travel).

