## Preparing for your appointment with an in-network provider

## For Choice PPO members

If you have a Choice PPO plan with Kaiser Permanente Insurance Company (KPIC), you can get care from in-network providers or any licensed provider you choose.<sup>1,2</sup>

### Find in-network providers

You can visit any licensed provider you'd like for care. But to help limit costs, we recommend choosing an in-network provider. Your options depend on where you're seeking care.

- In Colorado, you can see Kaiser Permanente providers or choose from an extended open network of providers affiliated with Colorado's top hospitals and health systems.
- In other Kaiser Permanente states (California, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and the District of Columbia), you can get in-network care from First Health Network providers.<sup>3</sup>
- In all other states, you have access to the Cigna Healthcare<sup>SM</sup> PPO Network.<sup>4</sup>

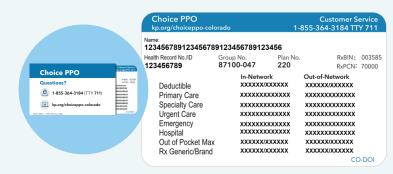
It's always a good idea to call the provider's office to confirm that they're in the network. To find in-network providers, visit **kp.org/choiceppo-colorado**.

#### Help make your appointment easier

- 1. Before getting care, make sure your doctor or medical facility is accepting new patients.
- 2. If you're visiting a provider in the network (see options above), be sure to let them know that your Choice PPO plan gives you access to their services at the in-network copay, coinsurance, or deductible.
- 3. Bring a copy of this flyer to your appointment and present it at check-in. Also, keep a copy for your records.

## Don't forget your ID card

Your Choice PPO ID card has important information to help you check in for your appointment, like the name of your health plan and your medical record number. Also, you may have received a sleeve for your ID card. If you have one, you can point out the information for providers on the back side. However, it's not needed for your appointment.







## Helping Kaiser Permanente members during their visit

## For contracted providers in Colorado and First Health Network providers

This member has a Kaiser Permanente Choice PPO plan, which lets them get care from any licensed provider they choose<sup>1,2</sup> – including the Choice PPO statewide network of contracted providers in Colorado, the First Health Network in the states of California, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and in the District of Columbia.

### Managing a visit

Check their Kaiser Permanente ID card and call **1-855-364-3184** to verify eligibility and benefits.

Precertification for non-Cigna Healthcare PPO providers – Call 1-855-364-3184, before any scheduled services that require precertification.

**Emergency care** – Call within 24 hours of any emergency visit.

**Specialty care** – Only collect payments the member is responsible for, like copays, coinsurance, or deductibles.

For labs, scans, and referrals, please send orders to providers with lower out-of-pocket costs for the member.

Visit **kp.org/choiceppo-colorado** to find participating providers.

#### Submit claims -

 For contracted providers in Colorado, providers within the First Health Network, and out-of-network providers:

Claims Administration P.O. Box 373150, Denver, CO 80237-9998 EDI Payer ID: 91617 Please put this flyer in the member's medical record or billing files for reference.

Questions? Call 1-855-364-3184.

**Explanation of Payment (EOP)** – You'll receive an EOP for billed services with processing information for the visit.

**Pharmacy** – Call MedImpact at **1-800-788-2949,** 24 hours a day, 7 days a week. Be sure to have the member's full name, date of birth, and medical record number ready.



# Helping Kaiser Permanente members during their visit

## For Cigna Healthcare PPO Network providers

This member has a Kaiser Permanente Choice PPO plan, which lets them get care from any licensed provider they choose<sup>1,2</sup> – including Cigna Healthcare PPO Network providers outside California, Colorado, Georgia, Hawaii, Oregon, Maryland, Virginia, Washington, and in the District of Columbia.<sup>3</sup>

### Managing a visit

Check their Kaiser Permanente ID card and call **1-888-831-0761** to verify eligibility and benefits.

**Precertification –** Call **1-888-831-0761** for precertification requests. Cigna PPO Network providers are responsible for getting any necessary precertification.

Claims - Submit claims to:

Cigna Medical Claims P.O. Box 188061, Chattanooga, TN 37422-8061

**Payer ID:** 62308

**Explanation of Payment (EOP)** – You'll receive an EOP for billed services with processing information for the visit.

**Pharmacy** – Call MedImpact at **1-800-788-2949,** 24 hours a day, 7 days a week. Be sure to have the member's full name, date of birth, and medical record number ready.

Please put this flyer in the member's medical record or billing files for reference.

Questions? Call 1-888-831-0761.

1. Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the In-Network and Out-of-Network Tiers of the PPO plan. 2. Colorado state law requires that a Network Access Plan be available that describes Kaiser Permanente Insurance Company's network of provider services. The Network Access Plan will be available starting on October 1, 2023. To obtain a copy, please call Customer Service at 1-855-364-3184 or visit kp.org/choiceppo-colorado. 3. Kaiser Permanente Insurance Company is contracted with First Health. First Health is a brand name of First Health Group Corp. 4. The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration.

Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc.

