

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.^{1,2}

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.³
- In all other states, you have access to the Cigna HealthcareSM PPO Network.⁴

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.

Choice PPO
kp.org/choiceppo-colorado

Customer Service
1-855-364-3184 TTY 711

Name: 1234567891234567891234567891234567
Health Record No./ID: 123456789 Group No.: 87100-047 Plan No.: 220 RxBIN: 003585 RxPCN: 70000

	In-Network	Out-of-Network
Deductible	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX
Primary Care	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX
Specialty Care	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX
Urgent Care	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX
Emergency	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX
Hospital	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX
Out of Pocket Max	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX
Rx Generic/Brand	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX

For Providers
Medical service certification: 1-855-364-3184
Cigna Healthcare PPO Network Providers (eligibility, benefits and precertification): 1-888-831-0761
Rx prior authorization: 1-800-788-2949

Mail claims to:
Claims Administration
P.O. Box 373150
Denver, CO 80237-9998
EDI Payer ID: 91617

Cigna medical claims:
P.O. Box 188061
Chattanooga, TN 37422-8061
EDI Payer ID: 62308

IMPORTANT NETWORK INFORMATION: The First Health Network provides access to care in the Kaiser Permanente states of CA, GA, HI, MD, OR, VA, WA, and DC. The Cigna Healthcare PPO Network only provides access to care in non-Kaiser Permanente states and refers to providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO Network for Shared Administration. This card is for identification purposes only. This card does not guarantee services or benefits. Benefits are not insured by Cigna Healthcare or affiliates.

AWAY FROM HOME CARE
cigna healthcare First Health Network impact PHARMACY NETWORK KAISER PERMANENTE Kaiser Permanente Insurance Company

Card Issued: 04-20-2020

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^{1,2} – 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^{1,2} – including Cigna Healthcare PPO Network providers outside California, Colorado, Georgia, Hawaii, Oregon, Maryland, Virginia, Washington, and in the District of Columbia.³

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 HealthcareSM 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.