

Care for all that is you



Experience health care designed with you in mind

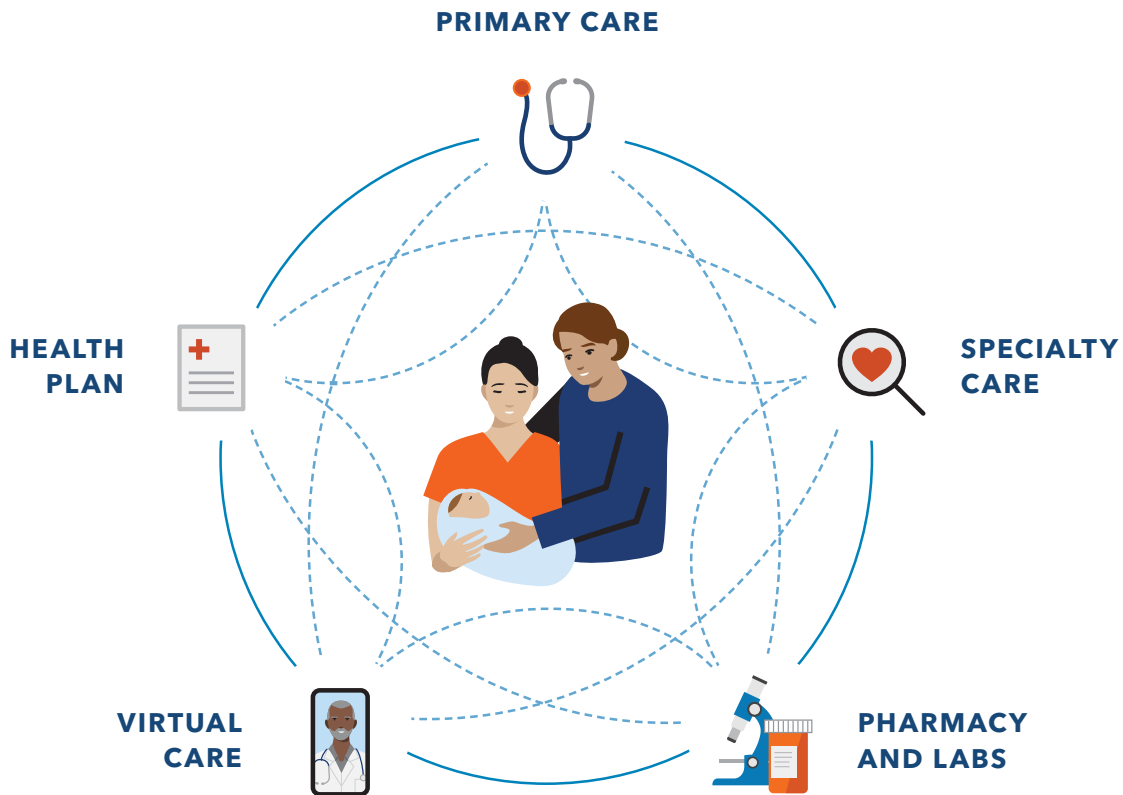
You deserve high-quality care for your total health, whatever you need – from routine checkups to complex treatments to mental wellness support.

No matter what your priority is, ours is providing excellent care – for the you who's feeling great, the you who needs support, and every you in between.



Discover how we can help you stay healthy and doing what you love at choose.kp.org/usg.





A different kind of care

Your health care should make your life easier – with doctors, hospitals, and health plan benefits that are all connected and focused on providing you with exceptional care.

With Kaiser Permanente, you get

Personalized care from
top specialists

24/7 access to care
wherever you are

Predictable costs and
less paperwork

Members stay with Kaiser Permanente nearly 3 times as long as other health plans.¹

Care that's personalized

For the you who deserves to be seen and heard

You need a doctor who understands you. Someone who'll learn your lifestyle, health risks, and goals. At Kaiser Permanente, you don't have to repeat yourself every time you visit the doctor. Your care team has access to your entire medical history through your electronic health record, so they know you and your story.

You can browse the many doctors in your area and change anytime, so it's easy to find the perfect match for you.

“ From seeing the doctor to getting lab work, I knew exactly where to go and the flow was seamless. ”

– Kaiser Permanente member

We guide you through every step of your care



Your health history lives in your electronic health record.



Your doctor guides you through appointments and referrals.



Your health record is available to you and your care team 24/7.



Your care team lets you know when to schedule checkups and tests.

Care that's world class

For the you who expects the best

No matter your needs – mental health, maternity, cancer care, heart health, and beyond – you have access to expert doctors, cutting-edge technology, and the latest evidence-based care.



Explore high-quality care options for every health need at kp.org/choosekp.

We're a national leader in outcomes

We lead the nation in outcomes for conditions like cancer and heart disease, and of the 13 commercial health plans in Georgia rated by the National Committee for Quality Assurance, ours is the top-rated plan in the state.^{2,3,4,5,6}



Kaiser Permanente members are

33% more likely to **survive heart disease**⁵

52% more likely to **survive colorectal cancer**⁶

20% **less likely to die early** of cancer⁵

Leading Georgia in 51 effectiveness-of-care measures²

In 2023, Kaiser Permanente led the state as the top performer in 51 HEDIS® effectiveness-of-care measures. Among the measures Kaiser Permanente led Georgia in were:

- Controlling high blood pressure
- Breast, cervical, and colorectal cancer screening
- Eye exams, statin therapy, and kidney health evaluations for members with diabetes
- Timely prenatal care
- Asthma management

Care that's convenient

You've got more ways to get quality care than ever before, so it's easier to stay on top of your health.



In person visit
Visit us in person at a location near you.



Phone or video visit
Meet with a health care professional by phone or video any time, 24/7.⁷



24/7 advice
Get on-demand support with 24/7 care advice by phone.



E-visit
Use our online symptom checker for certain conditions and get personalized care advice within a few hours.



Chat with a nurse
Chat live online with a Kaiser Permanente nurse for advice.



Email
Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply usually within 2 business days.



Care away from home

You're covered for urgent and emergency care anywhere in the world. And if you're planning to travel, we can help you stay on top of your health while you're away from home. We'll work with you to see if you need a vaccination, refill prescriptions, and more.

Pharmacy that's simple

Our award-winning pharmacy system is the very heart of our "under one roof" care experience. In most of our 26 medical offices, you can pick up your prescription or consult a Kaiser Permanente pharmacist on your way out the door. No more traffic. No more stops.



Getting started

Whether you're transitioning from another provider or simply starting out fresh, it's easier than you think to get started at Kaiser Permanente.



Medical center pharmacies

Our medical centers feature fully stocked pharmacies right on site.



Prescription delivery

Seeing your doctor virtually? No problem. You can either come into one of our pharmacies or have your prescription delivered to your home with no cost for shipping.⁸



Refills

You can easily get refills by ordering online or through the Kaiser Permanente app. Or just call our 24-hour refill line. Automatic refills are available too.

Pharmacy questions

If you have questions or would like a copy of our preferred drug list, call us directly at **404-261-2590**, Monday through Friday, 7 a.m. to 7 p.m. ET or visit [kp.org/formulary](https://www.kp.org/formulary).



Care that's all-encompassing

For the you who wants to explore all your health options



Acupuncture, massage therapy, chiropractic care

Enjoy reduced rates on services to help you stay healthy.
kp.org/exercise



Reduced rates on gym memberships

Stay active by joining a local fitness center, plus enjoy thousands of digital workout videos.
kp.org/exercise



Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more.
kp.org/healthylifestyle



Wellness coaching

Get help reaching your health goals by working one-on-one with a wellness coach by phone.
kp.org/wellnesscoach



Extras for your total health



Use meditation and mindfulness to build mental resilience, reduce stress, and improve sleep.
kp.org/selfcareapps

CLASSPASS

Choose from thousands of on-demand video and audio workouts and get reduced rates for in-person classes and gym access.
kp.org/exercise



Get emotional support coaching via text.⁹
kp.org/coachingapps

Specialties, we've got you covered

Whether it's one of the 45+ specialties offered in one of our Comprehensive Medical Centers in and around Atlanta or through one of our affiliated partners, you'll have access to care you need.

Services you can expect at most Kaiser Permanente medical offices:



Primary, Pediatric,
Family Medicine



Pharmacy



Lab



X-ray

Specialties available

- 24/7 Advanced Care
- Adult Medicine
- Audiology
- Behavioral Health
- Cardiology
- Child and Adolescent Psychiatry
- CT/MRI
- Dermatology
- DEXA Scan
- Endocrinology
- Express Care
- Family Medicine
- Gastroenterology
- General Surgery
- Geriatrics
- Hand Surgery
- Health Education
- Heart Failure Clinic
- Hematology/Oncology
- Infectious Diseases
- Infusion Center
- Lab Services
- Nephrology
- Neurology
- Nuclear Medicine
- Nutrition
- OB/GYN
- Oncology
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Pain Management
- Palliative Care
- Pediatrics/Adolescent Medicine
- Pharmacy
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Pulmonology
- Rheumatology
- Routine Mammography
- Sleep Medicine
- Sports Medicine
- Ultrasound
- Urgent Care
- Urogynecology
- Urology
- Vascular Surgery
- Weight Management
- X-ray



Medical offices for members only

Whether it's routine or after hours, in town or away from home, we've got you covered.



Convenient care near you

With multiple Kaiser Permanente locations to choose from, it's easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.¹⁰ You can also see different doctors at different locations – whatever works best for you.



Finding the right location

Choosing a convenient place to get care is simple – just hop online and visit kp.org/facilities or grab your smartphone and use the Kaiser Permanente app.¹¹



Specialty care when you need it

We're here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in Atlanta, we can conveniently connect you with the right specialist. And there are no referrals needed to see select Kaiser Permanente specialists.



Getting care anytime, anywhere

- **Urgent care**¹²
Some facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.¹³ You also have access to affiliated urgent care centers.
- **Emergency care**
If you ever need emergency care, you're covered. You can get care at any hospital emergency department.¹⁴
- **Care away from home**
If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refill prescriptions, and more. Just call our 24/7 Away from Home Travel Line¹⁵ at **951-268-3900** or visit kp.org/travel.





EMORY
HEALTHCARE
Core Emory Hospitals – featuring
Kaiser Permanente physicians

- KP** Kaiser Permanente Medical Facilities
- KP** Kaiser Permanente Comprehensive Medical Centers with 24/7 Urgent Care
- H** Affiliated Hospitals

Locations near you

With 26 Kaiser Permanente offices and more than 700 doctors throughout metro Atlanta – plus pharmacy, lab, and X-ray usually right in the same building – you'll enjoy convenience you won't find with other plans. Plus, you won't have to pay for parking.

ATHENS-CLARKE COUNTY

Athens Medical Office

CHEROKEE COUNTY

Holly Springs Medical Office

CLAYTON COUNTY

Southwood Comprehensive Medical Center

24/7 Urgent Care Jonesboro

Southwood Specialty Center

Jonesboro

COBB COUNTY

Cumberland Medical Center

Atlanta

TownPark Comprehensive Medical Center

24/7 Urgent Care Kennesaw

West Cobb Medical Center

Austell

COWETA COUNTY

Newnan Medical Office

DEKALB COUNTY

Crescent Medical Center

Tucker

Downtown Decatur Medical Office

Decatur

Panola Medical Center

Lithonia

Stonecrest Medical Center

Lithonia

DOUGLAS COUNTY

Douglasville Medical Office

FAYETTE COUNTY

Fayette Medical Office

Fayetteville

FORSYTH COUNTY

Forsyth Medical Office

Cumming

FULTON COUNTY

Alpharetta Medical Center

Brookwood at Peachtree Medical Office

Atlanta

Cascade Medical Center

Atlanta

Glenlake Comprehensive Specialty Center

Sandy Springs

Sandy Springs Medical Office

GWINNETT COUNTY

Lawrenceville Medical Office

Gwinnett Comprehensive Medical Center

24/7 Urgent Care Duluth

Snellville Medical Office

Sugar Hill-Buford Medical Center

Sugar Hill

HENRY COUNTY

Henry Towne Centre Medical Center

McDonough

ROCKDALE COUNTY

Conyers Medical Office



Emergency care

If you ever need emergency care, you're covered.

You can get emergency care at any hospital emergency room, even if it's not affiliated with Kaiser Permanente. When your situation requires a planned trip to the hospital – like a surgery, for instance – we're proud to offer our effective model of care at Emory Decatur Hospital and Emory Saint Joseph's Hospital, where Kaiser Permanente doctors are on staff 24/7. You may also be seen at one of our hospital partners listed below. For the most up-to-date listing, visit kp.org/locations and type hospitals in the search box.

Our hospital partners include:¹⁶





Kaiser Permanente 24/7 Advanced Urgent Care

Urgent care for more serious (but non life-threatening) issues like deeper cuts, broken bones, stomach and chest pain, or dehydration.

Gwinnett Comprehensive Medical Center

3650 Steve Reynolds Blvd.
Duluth, GA 30096
24 hours a day,
7 days a week

Southwood Comprehensive Medical Center

2400 Mt. Zion Parkway
Jonesboro, GA 30236
24 hours a day,
7 days a week

TownPark Comprehensive Medical Center

750 TownPark Lane
Kennesaw, GA 30144
24 hours a day,
7 days a week

Affiliated Community Urgent Care Locations

With over 90 affiliated Urgent Care locations across metro Atlanta and surrounding counties, we've got you covered. Go to kp.org/locations and type urgent care in the search box or scan the code below to find an urgent care center near you.



Hover your phone over the QR code to search Urgent Care locations.

Endnotes

1. Kaiser Permanente internal data, 2020; Hanming Fang, PhD, et al., "Trends in Disenrollment and Reenrollment Within US Commercial Health Insurance Plans, 2006-2018," JAMA Network, February 24, 2022.
2. Kaiser Permanente 2023 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2023 and is used with the permission of NCQA. Quality Compass 2023 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.
3. 2022 Annual Report, Kaiser Permanente, about. [kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report](https://www.kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report).
4. NCQA's Private Health Insurance Plan Ratings 2023-2024, National Committee for Quality Assurance, 2023: Kaiser Foundation Health Plan of Georgia, Inc. – HMO (rated 4 out of 5).
5. Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," Kaiser Permanente, July 20, 2022.
6. Theodore R. Levin, MD, et al., "Effects of Organized Colorectal Cancer Screening on Cancer Incidence and Mortality in a Large, Community-Based Population," Gastroenterology, November 2018.
7. When appropriate and available.
8. Same-day and next-day prescription delivery services may be available for an additional fee. These services are not covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente is not responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery.
9. Headspace Care coaching services are not covered under your health plan, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Summary Plan Description or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old.
10. In the case of a pandemic, some facilities may be closed or offer limited hours and services.
11. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.
12. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.
13. See note 10.
14. 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.
15. 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 United States. 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.
16. The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. Some locations are available only in specific cases. In an emergency, you have access to any hospital emergency room.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-888-865-5813** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-888-865-5813** (TTY: **711**).

አማርኛ (Amharic) ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-865-5813** (TTY: **711**)።

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-865-5813** (TTY: **711**)።

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-865-5813** (TTY: **711**) पर कॉल करें।

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-888-865-5813** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-865-5813** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíłnih **1-888-865-5813** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-865-5813** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-865-5813** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-865-5813** (TTY: **711**).



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For affiliated urgent care locations visit kp.org/locations

Complete care to help you live a fuller, healthier life

Want to learn more?

Talk to an enrollment specialist today about specialty care, extra features, and more.

Call **888-865-5813** (TTY **711**),

Monday through Friday,

7 a.m. to 7 p.m. ET (closed holidays).

Current members with questions can call our

Member Service Contact Center,

Monday through Friday,

7 a.m. to 7 p.m. ET (closed holidays).

- **404-261-2590**
- **1-888-865-5813**
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)

Kaiser Foundation Health Plan of Georgia, Inc.
Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305