

# Guide to HMO Plans





# GET HEALTHY. STAY HEALTHY. AND THRIVE.

## HMO Fast Facts

- 12 convenient Kaiser Permanente Medical Centers.
- Lab, X-ray, and pharmacy services available at most medical centers.
- More than 1,000 affiliated private-practice physicians.
- 11 hospitals throughout metro-Atlanta.
- 7 After-hours Urgent Care Centers.
- Free shipping on mail-order prescription refills—available online or by phone.
- No claims to file when you visit any of our medical centers or affiliated doctors and hospitals.
- Ob/Gyn, dermatology, ophthalmology, optometry, and behavioral health specialists without a referral.
- Discounts on health clubs, Weight Watchers, chiropractic services, vision care, and more through our SelfWise Program.

## Affiliated Hospitals

- Children's Healthcare of Atlanta at Scottish Rite
- Emory Eastside Medical Center
- Henry Medical Center
- Northside Hospital
- Piedmont Hospital
- Rockdale Hospital
- Southern Regional Medical Center
- WellStar Cobb Hospital
- WellStar Douglas Hospital
- WellStar Kennestone Hospital
- WellStar Paulding Hospital

# Frequently asked questions

## Q. Do members have to choose a personal physician?

Yes. Upon enrollment in Kaiser Permanente, the first step to receiving care is the selection of a personal physician. Having a personal physician (also referred to as a Primary Care Physician) ensures our members get the care they need and deserve.

## Q. Who can be selected as a personal physician?

With Kaiser Permanente, members can select their personal physician from:

- **The Southeast Permanente Medical Group physicians (TSPMG)** who practice in our medical centers.
- **Affiliated Community Physicians**—private-practice physicians who contract with TSPMG and practice in their own offices all over town.

## Q. Are there some services members can receive without a referral from a personal physician?

Yes. To make it easy to get care the they need, members have direct access to Ob/Gyns, dermatologists, ophthalmologists, optometrists, psychiatrists, and behavioral health specialists. These are self-referral specialists and they do not require a referral from a personal physician.

## Q. How much will appointments cost?

The amount members pay for appointments will be determined by their plan. If the plan has a copayment or coinsurance, the copayment or a percentage of the costs is due at the time of each visit. For more information about specific copayments, coinsurance, or benefits, please contact our Customer Service Department at **(404) 261-2590** locally or **1-888-865-5813** long distance.

## Q. If a member has children away at school, are they covered?

Yes. Members who are temporarily outside of our service area, such as students, are covered. If a member's children are attending school in another Kaiser Permanente service area, they can receive visiting member benefits. If their

children are not in a Kaiser Permanente service area, they're still covered for emergency and urgent care. They can go to any provider, but if they are admitted to the hospital, they should notify us within 24 hours of their admission, or as soon as reasonably possible.

## Q. Will members have to get approval to receive care?

Some services require prior notification and/or preauthorization by the Utilization Management Program. If a member fails to obtain preauthorization, it may result in penalties against their benefit payment, or we may deny all or part of their claims. In the event we deny any service because it does not meet criteria, they may request an appeal.

KP Utilization Management Department  
**(404) 364-7320**  
**1-800-221-2412**  
Monday through Friday  
from 8 a.m.-5 p.m. (EST)

## Q. What if a member needs to be admitted to the hospital?

Kaiser Permanente is affiliated with some of Atlanta's most prestigious hospitals. The member's personal physician choice will determine the hospital to which they will be admitted. The hospital generally used by each physician is listed in the physician directory under his or her name.

## Q. Where can members get Kaiser Permanente prescriptions filled?

If the member's plan has a prescription drug benefit, they can get prescriptions filled at any Kaiser Permanente Medical Center pharmacy or designated community pharmacies in the metropolitan Atlanta area. Please remember that under most benefit plans, drugs must be prescribed by a Kaiser Permanente Physician, Affiliated Community Physician, referral specialist, or any dentist. This includes prescriptions filled at Kaiser Permanente Medical Centers or designated community pharmacies.

# How to reach us

## HMO PLANS

### Health Line

Provides nurse advice and health information 24 hours a day, seven days a week. To schedule or cancel an appointment at a Kaiser Permanente Medical Center, call:  
Monday-Friday 7 a.m. to 7 p.m.  
**(404) 365-0966 locally**  
**1-800-611-1811 long distance**  
*(Disponible en Espanol)*

### Customer Service

Offers assistance with selecting a personal physician; explaining how Kaiser Permanente works; and questions and concerns about Affiliated Community Physicians, eligibility, and coverage verification.  
Monday-Friday 8:30 a.m. to 9 p.m.  
Saturday and Sunday 8 a.m. to 2 p.m.  
**(404) 261-2590 locally**  
**1-888-865-5813 long distance**  
*(Disponible en Espanol)*

### Pharmacy

Members with a prescription drug benefit can have prescriptions filled at any Kaiser Permanente Medical Center pharmacy or designated community pharmacies in the metropolitan Atlanta area. In addition, two great time-saving options are available when refilling prescriptions previously filled at a Kaiser Permanente Medical Center Pharmacy: Order online at [members.kp.org](http://members.kp.org), or call the 24-hour Refill Line at **(770) 434-2008**.

### Medical Claims

Answers questions about medical bills and provides medical claims for HMO plans.  
Monday-Friday 8:30 a.m. to 5 p.m.  
**(404) 261-2825 locally**  
**1-800-221-2131 long distance**

### Group Billing

Helps with questions regarding premium billing for groups.  
**1-866-238-2262**

### Direct Pay/Individual Billing

Answers questions about premium billing for individual products.  
**1-866-238-2808**

### Supply Line

Provides assistance with enrollment supplies.  
**(404) 364-7002**  
[brokersupplies.ga@kp.org](mailto:brokersupplies.ga@kp.org)

### Kaiser Permanente Online

[kp.org](http://kp.org)

