



WHEN YOU'RE AWAY FROM HOME,
WE'RE THERE FOR YOU

Emergency care information
for California Members



KAISER PERMANENTE®

We're there for you

When you're away from home, you shouldn't have to spend your time thinking about what to do if you have a medical emergency.



With Kaiser Permanente, you can focus on other things, like getting the most out of your trip.

Here are some tips for when you travel. They can help keep unexpected health concerns from catching you off guard.

- Take your Kaiser Permanente ID card with you.
- Bring your medication(s). A pharmacy might be difficult to find.
- If you're traveling outside the country, talk to your doctor about any necessary immunizations.
- Contact us as soon as reasonably possible after you receive out-of-area urgent care or emergency care.
- Some non-Plan providers may bill you directly for urgent or emergency care. Remember to file a claim when you return home.

Worldwide emergency care

In the event of an emergency medical condition, we cover emergency care from Plan providers and non-Plan providers anywhere in the world. That way you can rest assured you'll receive the care you need if a serious health issue occurs. If you have an emergency medical condition in the U.S., call **911** or go to the nearest hospital.

An emergency medical condition is (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a Plan hospital (or designated hospital) before delivery, or if transfer poses a threat to your (or your unborn child's) health and safety.

Note: Emergency care is available at Plan hospital Emergency Departments listed in *Your Guidebook to Kaiser Permanente Services*. For ease and continuity of care, we encourage you to go to a Plan hospital Emergency Department, but only if it is reasonable to do so, considering your condition or symptoms.

After the emergency: post-stabilization care

Post-stabilization care is the care you receive after your physician determines that your emergency medical condition is clinically stable. We cover post-stabilization care delivered by a Plan provider, or if you obtain authorization from us to receive the care from a non-Plan provider.

To request authorization to receive post-stabilization care from a non-Plan provider, you or a representative must call us at **1-800-225-8883** before you receive the care if it is reasonably possible to do so (otherwise, call us as soon as reasonably possible). For the deaf, hard of hearing, or speech impaired, call **1-800-777-1370** (TTY), weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m. Be sure to ask the non-Plan provider to tell you what care (including any transportation) we have authorized, since we don't cover

unauthorized post-stabilization care or related transportation provided by non-Plan providers.

If you're a Kaiser Permanente Senior Advantage, Medicare Cost, or Medi-Cal member, your post-stabilization care coverage is different. Your coverage is described in your *Evidence of Coverage*. You may also contact our Member Service Call Center at one of the numbers on the back of this brochure for details.

Out-of-area urgent care

When you're sick or injured outside a Kaiser Permanente service area, you may have an urgent care need. An urgent care need is one that requires prompt medical attention but is not an emergency medical condition. If you have an urgent care need due to an unforeseen illness, unforeseen injury, or unforeseen complication of an existing condition (including pregnancy), we cover medically necessary services to prevent serious deterioration of your (or your unborn child's) health if all of the following are true:



- You receive the services from non-Plan providers while you're temporarily outside our service area.
- You reasonably believe that your (or your unborn child's) health would seriously deteriorate if you delayed treatment until you returned to our service area.

Be sure to call us

Call our emergency notification line for California members at **1-800-225-8883**, seven days a week, 24 hours a day, to request authorization for post-stabilization care before you receive the care from a non-Plan provider. For the deaf, hard of hearing, or speech impaired, call **1-800-777-1370** (TTY), weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m. Also, please call us any time you're admitted to a non-Plan hospital.

Please note that when you call from outside the United States, you'll first need to dial the MCI International Access Number for the country you're visiting. To get this access number, go to MCI's Web site at mci.com and search for "Worldphone Access Numbers." This will give you a list of access numbers for countries worldwide. When you place your call, dial the access number, followed by **12255524737**.



Reimbursement and filing claims

If you receive emergency care or out-of-area urgent care from a non-Plan provider, you'll need to pay the provider unless the provider agrees to bill us. To request payment or reimbursement, please file a claim with Kaiser Permanente. For instructions on how to submit a claim, call our Member Service Call Center at one of the numbers on the back of this brochure.

Note: If the non-Plan provider tells you they'll submit the claim, you're still responsible for making sure we receive everything needed to process the request for payment.

For more information

This information about emergency and urgent care is an overview of the information contained in your *Evidence of Coverage (EOC)* and is subject to change without notice. Please refer to your *EOC* for complete and current information, including exclusions and limitations.

Emergency, post-stabilization, and out-of-area urgent care are covered only if they are provided according to the coverage requirements stated in your *EOC*. Please contact our Member Service Call Center at one of the numbers on the back of this brochure to request a current copy of your *EOC* if you don't have one.



Kaiser Permanente Member Service Call Center

7 a.m. to 7 p.m., Monday through Friday

7 a.m. to 3 p.m., Saturday and Sunday

1-800-464-4000 English

1-800-788-0616 Spanish

1-800-757-7585 Chinese dialects

1-800-777-1370 TTY

Member and Marketing Communications
5503-0569-02-r03

H0524/H6050/H6052_41567 (10/20/2008)

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