



Atlanta HMO FAQ:

1. Do I need a referral to see a Kaiser provider?

- Referrals are **not** required for providers within the 30 Kaiser facilities. Referrals are required when seeking services with Kaiser affiliated providers with the exception of Chiropractor and Optometry. Please note: It's always a good idea to coordinate your care with your PCP. Some specialist may require a clinical evaluation or additional information before they see you, which your personal physician (PCP) can help you coordinate.

2. Can I get my prescription dispensed at any Kaiser pharmacy?

- Yes, you can purchase medication from any of the 30 facilities. You can order refills on line at kp.org, under my health manager and select the medication you would like to fill or call KP prescription refill line @ 770-434-2008.

You can also request up to a 90 days supply and indicate mail or pick up at any of the 30 Kaiser facilities. When ordering 90 days supply you will save a pharmacy copay and no charge for shipping and handling.

3. How do I select a primary care provider (PCP)?

- You can contact member services for a Kaiser facility and PCP nearest to your home or office or you can go to kp.org under my health manager and see a list of Kaiser facilities and PCP. There, you can review providers' credentials and the hospital the providers are affiliated with (admitting privileges).

4. Can I change my PCP at anytime?

- Yes you can. There is no limit on changing PCP. You can contact member services or log into my health manager at kp.org to change PCP.

5. Can I schedule a same day appointment?

- Yes, you can. Please contact Kaiser Appointment line at 404-365-0966 for assistance in scheduling same day appointments. If appointments are needed sooner than the one provided by the appointment line, please request to be transfer to an advice nurse. The advice nurse will triage the care over the phone and determine the appropriate care, date and location based on the medical condition.



6. Can I use any hospital for a medical emergency?

Yes, you have emergency coverage at any hospital within United States and out of the country.

7. Do I need to contact Kaiser Permanente before going to the emergency room?

No, for emergency situation, go to the nearest hospital for care and contact your Kaiser Permanente primary care provider (pcp) once you are discharged or after emergency room care. If you are not discharged from the Emergency room and need observation care please contact Kaiser for an authorization.

8. Do I pay my emergency room copay to Kaiser Permanente or the hospital?

Payments for care should be paid to the providers who provided the care. However, you should always provide your Kaiser Permanente Health Insurance Card to the provider before paying your copay.

9. Where should providers mail medical bills to?

Medical bills should be mail to the address on the back of the Kaiser Permanente health insurance card. The address is: P.O. Box 190849, Atlanta, Ga, 30119, Attn: Claims Department.

10. What should I do if I get a bill or a statement from a provider in the mail?

- a. Contact the provider who is sending the bill to confirm that they have Kaiser Permanente as your insurance carrier.
- b. Confirm that the address they have for Kaiser Permanente is the address on the back of your health insurance card.
- c. Confirm that they have your health record number
- d. Confirm that your name that is on the bill and/or statement is exactly the same that appears on your Kaiser Permanente health insurance card.

11. What happens if all the above was confirmed as correct and the provider states that the balance is my responsibility?

- a. Call Kaiser Permanente member service department at 404-261-2590 to find out why Kaiser did not pay the entire bill and why the balance is your responsibility.

12. What if I disagree with what Kaiser Permanente has indicated my responsibility?

- a. Member can submit an appeal within 180 days from the date the claim was finalized. Appeals can be mailed with supporting documentation to, Kaiser Permanente, 3495 Piedmont Road, Building 9, Atlanta, Ga, 30305 or you can contact member services @ 404-261-2590 for assistance in file an appeal.

13. What should I do if I receive a bill from a provider after Kaiser Permanente and I paid the provider?

- a. You should call Kaiser Permanente member services @ 404-261-2590 for assistance with any balance billing.

14. When can I add my immediate family to my Kaiser Permanente coverage?

- a. Enrollments for dependents are done during open enrollment unless there is a qualifying event. Such as: birth, adoption, marriage, lost of medical coverage or a court order. For any qualifying event, Kaiser Permanente must be notified within 31 days of the event. Employees **must** contact their human resources department for assistance in contact Kaiser Permanente regarding their qualifying event.

15. Will Kaiser Permanente pay for my care if I have not satisfied my annual deductible?

- a. Kaiser Permanente will not pay until your annual deductible is satisfied for some services. It is very important that Kaiser receives all bills for covered services even if you paid the bill. Please request an itemized bill from the provider and mail the bill to Kaiser Permanente claims department or contact Kaiser Permanente member service department for assistance in getting the bill to Kaiser Permanente.

16. Is my deductible a calendar or benefit year deductible?

- a. **Your Kaiser Permanente deductible is a calendar year deductible.**
Deductible met in the last quarter of the current year (October, November and December) will be credited to the next year's deductible. Contact Kaiser Permanente member service department at 404-261-2590 for questions pertaining to your deductible credits.



17. What hospitals are in the HMO network?

- Northside Hospital all campus, Piedmont Hospital all campus, Children's Healthcare of Atlanta and Scottish Rite, Athens and Gwinnett Medical Center.

18. How soon do I need to notify Kaiser if I can't make my scheduled doctor's appointment?

- Please contact Kaiser Permanente 24 hours prior to your scheduled appointment. If you don't cancel within 24 hours a no show fee \$25 will be charged.
- If you make a same day appointment you can cancel on the same day as the visit, you will not be charged a no show fee. For example: if you called Kaiser at 8:30am and received an appointment at 11:45 (same day) you can call back before that appointment and cancel without being charged a no show fee. However, if you do not show up for that scheduled appointment (without canceling) you will be charged a \$25 no show fee.

19. Does Kaiser have a Rx formulary that lists the type of medications and copay levels?

- Yes, Kaiser has a HMO formulary listing –
 - ✓ HMO formulary – for member enrolled in the HMO plan purchasing prescriptions at a Kaiser internal pharmacy or Walgreens or Rite Aid (first time fill)