

# Traveling? You're covered on the go.



With Core and SoundChoice plans, you can travel with peace of mind knowing you have coverage for the urgent and emergency care you need.

## Travel within Washington state

And Idaho Kootenai and Latah counties

**Pay your standard in-network copay, coinsurance, or deductible:**

- Nearest Kaiser Permanente location
- Other urgent care location in your plan's network

## Travel in other Kaiser Permanente regions

Kaiser Permanente has medical facilities in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington state, and Washington, D.C. Before receiving care at a Kaiser Permanente facility outside the Kaiser Permanente Washington area, call Member Services to get a visiting member ID number.

**Pay your standard in-network copay, coinsurance, or deductible** at the nearest Kaiser Permanente location.

### Access care online in another Kaiser Permanente region

Sign in at **kp.org** and add a new region of care from the drop-down menu. Once you confirm the region you would like to add, you will receive a success message, with a member number used to identify you in that region. This visiting member number should be used for scheduling or accessing in-person care in the new region.

## Travel across the U.S.

All states outside Washington and outside Idaho Kootenai and Latah counties

**Pay your applicable copay, coinsurance, or deductible:**

- Nearest Aetna PPO network urgent care provider; access through Aetna Signature Administrators®
- Nearest urgent care<sup>1</sup>

## International travel

- Nearest urgent care or hospital<sup>1</sup>
- Health advice from our Travel Advisory Service – details available at [kp.org/wa/travel-service](https://kp.org/wa/travel-service)

## Emergency care while traveling<sup>2</sup>

- **In the United States**, call **911** or go to the nearest hospital.
- **Outside the U.S.**, call the local emergency number of the country you're visiting, or go to the closest emergency room.
- **If admitted to a hospital**, call our Hospital Notification Line at **1-888-457-9516** as soon as reasonably possible.

# Find care near you

## Washington state

And Idaho Kootenai and Latah counties

### Kaiser Permanente clinicians and other in-network providers

Visit [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) and choose the network for your plan – Core or ~~SoundChoice~~.

## All other states

### Kaiser Permanente clinicians (where available)

Visit [kp.org/locations](https://kp.org/locations)

For urgent and emergency care:

**Aetna PPO network providers;** Access through **Aetna Signature Administrators**

Find a provider at [aetna.com/asa](https://aetna.com/asa) (not [aetna.com](https://aetna.com))

## Nonurgent care options

When getting care from Kaiser Permanente, you can:



**Call** our 24/7 advice line (1-800-297-6877)



**Use our 24/7 chat** via secure online messaging



**Email** your Kaiser Permanente care team with nonurgent health questions



**Schedule a video visit** to meet with a clinician on your smartphone, tablet, or computer, or talk by video anytime, 24/7<sup>3</sup>



**Schedule a phone visit** to talk with your doctor, or call to talk with a clinician 24/7<sup>3</sup>

Learn more at [kp.org/wa/getcare](https://kp.org/wa/getcare).

## Pharmacy access



In-network access to all pharmacies listed at [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor)

**Helpful hint!** If you are taking medications, be sure to pack an adequate supply. Your doctor may need to approve a one-time larger-than-usual refill. To avoid losing your medicine in case your luggage is lost, carry medicine in your carry-on bags. Be sure to keep your medications in their original container with the prescription on the bottle.

## Questions? We're here for you.

Before getting nonemergency care outside of the Kaiser Permanente Washington area, call Member Services at **1-888-901-4636\*** (TTY 711). They'll help you find the closest care option or answer any questions. You can also visit [kp.org/wa/travel](https://kp.org/wa/travel) for more information.

\* (Monday - Friday, 8AM - 5PM Pacific) - You can also call the Kaiser Travel Line at **1-951-268-3900** (open 24/7 except major holidays starting 10PM Pacific the day before until 4AM Pacific the day after)

1. Out-of-network urgent care services are subject to out-of-network copays, coinsurance, or deductibles. 2. 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. 3. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

All plans offered and underwritten by Kaiser Foundation Health Plan of Washington.