

Medical Attention While Traveling – PPO and HSA

Emergency Care

- **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 Kaiser's Hospital Notification Line at **1-888-457-9516** as soon as reasonably possible.

Urgent Care – In WA and Kootenai & Latah counties in ID

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

- **Kaiser Permanente clinicians and other in-network providers:** Visit kp.org/wa/directory and choose the Access PPO network
- **First Choice Health network:** Visit fchn.com/ProviderSearch/KFHPWAO

Urgent Care – In all other states

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

- **Aetna PPO network providers** offered through **Aetna Signature Administrators:** Visit aetna.com/asa (not aetna.com)
- **Kaiser Permanente clinicians (where available):** Visit kp.org/locations and select the region of care from the drop-down list.

Pay your out-of-network copay, coinsurance, or deductible:

- Nearest non-network urgent care

Urgent Care – Outside the U.S.

Pay your out-of-network copay, coinsurance, or deductible:

- Nearest non-network urgent care

Virtual Care

- **24/7 Advice Line:** Talk with a licensed care clinician day or night for advice. Call **1-800-297-6877**.
- Depending on your location, other virtual care and resources may be available. See kp.org/wa/getcare.

Pharmacy

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

- Some of the in-network pharmacies in WA and Kootenai & Latah counties in ID are listed at kp.org/wa/directory.
- You also have in-network access to the **OptumRx** pharmacy network: For pharmacies in WA, visit kp.org/wa/optumrx-wa. For pharmacies in other states, call Kaiser Member Services at **1-888-901-4636**, (Monday through Friday, 8AM-5PM Pacific) or OptumRx at **1-844-265-1886** (24 hours a day, seven days a week).

REMINDER: There is no coverage for out-of-network pharmacies (Kaiser will not reimburse you).

Traveling with Your Medications

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.

Before You Go

Kaiser has a **Travel Advisory Services** group who can help you plan for international travel, including vaccinations. Visit kp.org/wa/travel-service.

Kaiser Customer Service Contact Information

Kaiser WA Member Services: 1-888-901-4636 (open Monday - Friday, 8AM - 5PM Pacific)

Kaiser Travel Line: 1-951-268-3900 (open 24/7 except major holidays starting 10PM Pacific the day before until 4AM Pacific the day after)