2018 Kaiser Permanente Bridge Program

A Health Care Helping Hand

A community service of Kaiser Foundation Health Plan of Georgia, Inc.
At Kaiser Permanente, we believe that everyone is entitled to high quality health care. We will continue to provide access to affordable health care coverage and services to individuals and families who do not qualify for a federal subsidy and cannot afford to purchase health insurance, as well as those who have no access to public health coverage programs in 2018 and beyond.

The Kaiser Permanente Bridge Program is uniquely designed to help those who are uninsured and income eligible by providing help to pay for a standard Kaiser Permanente for Individuals and Families (KPIF) Plan.

Kaiser Permanente will subsidize the full monthly premium for up to 24 months. Coverage includes preventive services, hospitalization, comprehensive pharmacy, and more.

### What’s inside

- How Does the Bridge Program Work? ................................................................. 2
- Bridge Program Highlights.................................................................................. 3
- Who Is Eligible? .................................................................................................... 4
- Simple Steps to Enroll ........................................................................................ 4
- When to Enroll in Your Plan ............................................................................... 5
- Prevention is Key .................................................................................................. 6
- Frequently Asked Questions ................................................................................ 8
- Your Partner for Better Health ............................................................................. 10
- Care When You Need It........................................................................................ 11
- Kaiser Permanente Locations ............................................................................. 12
- Participating Community Partner Directory ....................................................... 14
- Atlanta Service Area ............................................................................................. 16
- Important Details and Notices ............................................................................. 17

### Important deadline

Open enrollment ends **December 15, 2017**. See page 5 for details, and learn about special situations that may allow you to enroll after this date.

**Contact a Bridge Program participating community partner to apply.**

More information about our participating community partners can be found in the back of this brochure.
How Does the Bridge Program Work?

Bridge Program members will receive benefits through the KP GA Gold 500/200 plan or KP GA Signature Gold 500/20 plan. If eligibility requirements are met, the approved member will receive assistance with monthly premiums and help to pay out-of-pocket medical expenses such as copayments and coinsurance. Program members do not have any copayments for services received at Kaiser Permanente facilities.

Program Guidelines

Persons interested in the Bridge Program must apply through a participating community partner. The Bridge Program will provide a subsidy for a maximum of 24 months from the effective date of coverage or until 12/31/2019, whichever comes first. When the subsidy expires, members will receive notification of how to continue their Kaiser Permanente coverage at the full premium amount and information about other coverage options.

If Kaiser Permanente determines that the Bridge Program member no longer meets the eligibility requirements, the subsidy will terminate at the end of the month. Thereafter, the member will be responsible for the full premium for the KP GA Gold 500/200 plan or KP GA Signature Gold 500/20 plan.

Service Area

Before you review the specific plan information, check to make sure you live within our service area. You may be eligible to apply for the Bridge Program if you live in one of the following counties:

### Service Area Counties: Signature HMO Plan

<table>
<thead>
<tr>
<th>Clayton</th>
<th>Cobb</th>
<th>DeKalb</th>
<th>Fulton</th>
<th>Gwinnet</th>
<th>Henry</th>
</tr>
</thead>
</table>

### Service Area Counties: HMO Plan

<table>
<thead>
<tr>
<th>Bartow</th>
<th>Butts</th>
<th>Cherokee</th>
<th>Coweta</th>
<th>Douglas</th>
<th>Fayette</th>
<th>Forsyth</th>
<th>Lamar</th>
<th>Newton</th>
<th>Paulding</th>
<th>Pike</th>
<th>Rockdale</th>
<th>Spalding</th>
<th>Walton</th>
</tr>
</thead>
</table>
## Bridge Program Highlights

Members in the Bridge Program will receive help with out-of-pocket expenses such as copayments and coinsurance for services provided at Kaiser Permanente medical facilities.

### $0 PREMIUM PER MONTH

<table>
<thead>
<tr>
<th>If you live in Clayton, Cobb, DeKalb, Fulton, Gwinnett, or Henry counties, your plan will be in the KP Signature HMO Network.</th>
<th>KP GA Gold 500/200 plan</th>
<th>KP GA Signature Gold 500/20 plan</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Annual Deductible</strong></td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td><strong>Annual Out-of-Pocket Maximum (Individual/Family)</strong></td>
<td>$6,350/$12,700</td>
<td>$6,350/$12,700</td>
</tr>
<tr>
<td><strong>Lifetime Maximum</strong></td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td><strong>Pharmacy services - 30 day supply</strong></td>
<td>Home Delivery Available</td>
<td>Home Delivery Available</td>
</tr>
<tr>
<td>Preventive Generic Drugs</td>
<td>$0 copay</td>
<td>$15 When filled at designated community pharmacy</td>
</tr>
<tr>
<td>Preferred Generic Drugs</td>
<td>$0 copay</td>
<td>$20 When filled at designated community pharmacy</td>
</tr>
<tr>
<td>Preferred Brand Drugs</td>
<td>$0 copay</td>
<td>$40 When filled at designated community pharmacy</td>
</tr>
<tr>
<td>Non-preferred Brand Drugs</td>
<td>$0 copay</td>
<td>45% Coinsurance</td>
</tr>
<tr>
<td><strong>Office services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Care</td>
<td>$0 copay</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Specialty Care</td>
<td>$0 copay</td>
<td>$40 copay</td>
</tr>
<tr>
<td>Laboratory Services</td>
<td>$0 copay</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td>Radiology Services</td>
<td>$0 copay</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td>High Tech Radiology Services (MRI, CT, PET, others)</td>
<td>$0 copay</td>
<td>$200 copay when performed in an outpatient hospital setting</td>
</tr>
<tr>
<td>Preventive Services</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Maternity (pre and postnatal care)</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td><strong>Emergency services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Room Visit—per visit; copay waived if admitted</td>
<td>N/A</td>
<td>$250 copay</td>
</tr>
<tr>
<td>Ambulance—per trip</td>
<td>N/A</td>
<td>$300</td>
</tr>
<tr>
<td>Urgent Care—per visit</td>
<td>$0 copay</td>
<td>$75 copay</td>
</tr>
<tr>
<td><strong>Outpatient services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rehabilitation Therapies—20 visits per calendar year (Physical and Occupational Therapies combined)</td>
<td>N/A</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Outpatient Hospital or Surgical Facility</td>
<td>$0 copay</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td>Physician/ Professional Charges</td>
<td>$0 copay</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td><strong>Inpatient services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital (facility charge)</td>
<td>N/A</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td>Physician/ Professional Charges</td>
<td>N/A</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td>Maternity (hospital delivery)</td>
<td>N/A</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td><strong>Mental health</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Health— Group</td>
<td>$0 copay</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Mental Health Outpatient</td>
<td>$0 copay</td>
<td>$40 copay</td>
</tr>
<tr>
<td><strong>Other services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vision Exam—one exam per year</td>
<td>$0 copay</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Durable Medical Equipment/Prosthetics and Orthotics</td>
<td>$0 copay</td>
<td>50% Coinsurance</td>
</tr>
</tbody>
</table>

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1. Annual deductible $250 Individual/$500 Family

This plan summary is intended to highlight only some of the principal provisions of our plans. Please refer to the Evidence of Coverage, available upon acceptance, for more details on your plan or for specific limitations and exclusions. This is a summary description and is not intended to replace your Evidence of Coverage (EOC), which contains the complete provisions, specific limitations and exclusions of this coverage plan. Some services require preauthorization. Once enrolled, you can access your EOC via [kp.org](http://kp.org).
Who Is Eligible?

All persons applying to the Bridge Program must meet the requirements outlined below to qualify:

- The applicant must be actively enrolled in a training program with a participating community partner.
- All applicants, and applying dependents, must live in Kaiser Permanente’s metro Atlanta 20-county service area listed on page 2.
- The annual household income for the applicant must be less than the current income guidelines for 100% of the Federal Poverty Level.
- The applicant and all applying dependents cannot be eligible for financial assistance through the Georgia Health Insurance Exchange; cannot be eligible for public programs such as Medicaid, Peach Care for Kids, or Medicare; and cannot have access to an affordable job-based health plan (plans exceeding 9.69% of the employee’s household income are considered not affordable).
- The applicant must be age 64 or younger, and all child dependents must be younger than 26.
- The applicant and/or applying dependent(s) cannot have been previously enrolled in the Kaiser Permanente Bridge Program.

Simple Steps to Enroll

1. Confirm that you meet all eligibility requirements for the Kaiser Permanente Bridge Program.
2. Choose the KP GA Gold 500/200 plan or KP GA Signature Gold 500/20 plan.
3. Complete BOTH applications
   Complete an application for the KP GA Gold 500/200 plan or KP GA Signature Gold 500/20 plan and the Kaiser Permanente Subsidy Eligibility Form.
4. Sign and review
   Please make sure you have signed everywhere indicated on the application. If your application is missing any information, signatures or supporting documentation this may delay your effective date or cancel your application.
5. Submit
   Submit the KPIF Application for Health Coverage and the Kaiser Permanente Subsidy Eligibility Form to your participating community partner. Be sure to include all required supporting documents.
When to Enroll in Your Plan

Once you understand why you need health care coverage and whether you qualify for the Bridge Program, the next step is knowing when and how to enroll.

Open enrollment

There’s a deadline to apply for health care coverage. You can apply only between November 1, 2017 and December 15, 2017. This is called the open enrollment period.

To enroll during this open enrollment period, you must make sure we receive your completed applications no later than December 15, 2017.

<table>
<thead>
<tr>
<th>If you want your coverage to start on:</th>
<th>Your completed applications must be received by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2018</td>
<td>November 1, 2017 – December 15, 2017</td>
</tr>
</tbody>
</table>

Special enrollment

After open enrollment, you can still enroll during special enrollment periods in the case of certain events that change your status. Special enrollment periods last 60 days after any of these events, which may include the following:

- marriage
- birth or adoption of a child
- divorce
- loss of job and employer-sponsored coverage

Please include proof of your special event with your application.

<table>
<thead>
<tr>
<th>If you want your coverage to start on:</th>
<th>Your completed application, and proof of special event must be received by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 1, 2018</td>
<td>December 16, 2017 - January 15, 2018</td>
</tr>
<tr>
<td>March 1, 2018</td>
<td>January 16, 2018 - February 15, 2018</td>
</tr>
<tr>
<td>April 1, 2018</td>
<td>February 1, 2018 - March 15, 2018</td>
</tr>
<tr>
<td>May 1, 2018</td>
<td>March 16, 2018 - April 15, 2018</td>
</tr>
<tr>
<td>June 1, 2018</td>
<td>April 16, 2018 - May 15, 2018</td>
</tr>
<tr>
<td>July 1, 2018</td>
<td>May 16, 2018 - June 15, 2018</td>
</tr>
<tr>
<td>August 1, 2018</td>
<td>June 16, 2018 - July 15, 2018</td>
</tr>
<tr>
<td>September 1, 2018</td>
<td>July 16, 2018 - August 15, 2018</td>
</tr>
<tr>
<td>October 1, 2018</td>
<td>August 16, 2018 - September 15, 2018</td>
</tr>
<tr>
<td>November 1, 2018</td>
<td>September 16, 2018 - October 15, 2018</td>
</tr>
</tbody>
</table>
Prevention is Key

Prevention is about staying healthy and preventing or delaying disease. At Kaiser Permanente, we provide preventive care services to help you stay well. Following our screening and immunization guidelines can help you plan your care. These guidelines are for generally healthy people.

Do you have ongoing conditions or other special health needs or risks? Do certain diseases run in your family? You and your personal physician will make a prevention plan that may be different, based on your individual needs. Here is a general list of screening tests that we recommend for most adults.*

<table>
<thead>
<tr>
<th>Screening test</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood pressure</td>
<td>Check every 1 to 2 years.</td>
</tr>
<tr>
<td>Breast cancer</td>
<td>• Starting at 50, have a mammogram every 1 to 2 years.</td>
</tr>
<tr>
<td></td>
<td>• BRCA genetic test: Check with your physician about getting tested if you are at high risk for breast cancer.</td>
</tr>
<tr>
<td></td>
<td>• If you are 40-49, discuss with your doctor if you need a mammogram.</td>
</tr>
<tr>
<td>Cervical cancer</td>
<td>• Have a cervical cancer screening test every 3 years, starting at age 21 and ending at age 65.</td>
</tr>
<tr>
<td></td>
<td>• Beginning at age 65, discuss the need for a Pap test with your doctor.</td>
</tr>
<tr>
<td></td>
<td>• If you have had a hysterectomy, you likely would not need a Pap unless you have had abnormal pap smears or cervical cancer. Discuss the need for a Pap test with your doctor.</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>Starting at the age of 18, every 5 years if normal.</td>
</tr>
<tr>
<td>Colorectal cancer</td>
<td>• Beginning at age 50, get a stool test annually or a colonoscopy every 10 years. If you are African-American, get a colonoscopy every 10 years starting at the age of 45.</td>
</tr>
<tr>
<td></td>
<td>• After the age of 75, talk with your doctor about colorectal cancer screening.</td>
</tr>
</tbody>
</table>
### Screening test

<table>
<thead>
<tr>
<th></th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Diabetes mellitus</strong></td>
<td>Adults ages 18 to 44 years, check every 3 years if you are an adult with one or more risk factors; ages 45 and older, check every 3 years.</td>
</tr>
</tbody>
</table>
| **Eye exam**   | • Adults ages 40 to 64 years, check every 2 to 4 years; age 65 and older, every 1 to 2 years.  
• Adults with diabetes and glaucoma should be checked annually. |
| **Hormone replacement therapy** | Discuss with your doctor. |
| **Prenatal**   | • During pregnancy, your medical team may recommend a variety of screening tests to make sure you are healthy and that your baby is developing properly.  
Take all the tests recommended by your medical team. |
| **Prostate cancer** | • Men 50 years or older should talk with their doctor about the risks and benefits of prostate cancer screening.  
• African-American men and any man with a family history of prostate cancer should start these discussions at age 40. |
| **Sexually transmitted diseases** | • Get tested annually if you are at high risk.  
• Sexually active people up to age 25 should be tested annually for chlamydia. |
| **Skin cancer** | Help protect your skin from sun exposure by wearing protective clothing, using sunscreen regularly, and practicing skin self-examination. |

* Talk with your physician if you or your children have ongoing health problems, special health needs or risks, or if certain conditions run in your family. He or she may recommend additional vaccinations or screening tests.
Frequently Asked Questions

1. How do I find out which doctors are available?

Visit our online Medical Staff Directory at kp.org/gaprovider and search for providers within the HMO plan. You may request a printed copy of the directory by calling Member Services at 404-261-2590.

2. What if I need emergency care?

If you think you have a medical emergency—a condition that would put your life, health, limbs, or bodily functions in serious jeopardy—call 911 or go to the nearest hospital Emergency Room (ER).

If you require post stabilization care—including observation and admission—after your emergency medical condition is stabilized, you, a family member, or the hospital must call us at the preauthorization number on the back of your Kaiser Permanente ID card prior to receiving post stabilization care. By calling us, it will allow us to consult with the physician providing your care, and to coordinate further medical care if necessary. If appropriate, we can arrange a transfer to a Kaiser Permanente Affiliated Hospital when your condition permits.

If you do not contact us for prior approval, we will NOT pay any amount for these services and you may be responsible for the full cost of services received.

3. What is considered a medical emergency?

A medical emergency is a condition that puts your life, health, limbs, or bodily functions in serious jeopardy. Keep in mind that if you think your condition is not a medical emergency, a visit to our urgent care locations may be a better option for you.

Kaiser Permanente Urgent Care Centers offer an alternative to the emergency room when your injury or illness needs immediate medical attention but is NOT a medical emergency.

4. When should I visit an urgent care location?

If you think you have an urgent medical need, call us and we may be able to take care of you more quickly, and at a lower cost to you. Your care team at all Kaiser Permanente locations will have access to your electronic medical record.

If you think you may need urgent care, you can call the advice nurse at 404-365-0966. Refer to the Kaiser Permanente Locations section of this brochure for a complete list of Kaiser Permanente and affiliated urgent care facilities. Additionally, provider and facility information can be found online at kp.org/gaprovider.
5. Are there fees associated with this coverage?

Yes, as a member, you might expect to see:

- A $25 “no show” fee if you fail to cancel a scheduled appointment at least 24 hours in advance.
- Out-of-pocket costs such as copayments and coinsurance for services provided outside of Kaiser Permanente medical facilities. Please refer to the Bridge Program highlights on page 3 for a list of covered services and costs.
- For questions about any fees please call Member Services at 404-261-2590.

6. I am a member of the Bridge Program, but my Kaiser Permanente identification card and other materials I’ve received about my membership say that I have copayments. Do I have copayments?

You will not have any copayments/coinsurance for services received at Kaiser Permanente medical facilities. As a member of the Bridge Program, you have been awarded a subsidy.

7. Why is Kaiser Permanente subsidizing the premiums for this program?

As part of our Community Benefit Program, we support initiatives that increase access to health care. The Bridge Program is a demonstration of our commitment to our community’s health. A comparable health plan on the Exchange could cost between $300 and $900 without a subsidy.

8. Want to learn more?

For helpful information about choosing a doctor, getting care, healthy resources, and more, visit kp.org. Or call Member Services at 404-261-2590.

Register on kp.org so you can take advantage of timesaving online features like scheduling appointments, ordering refills, and emailing your doctor.

Choose your own personal doctor online or by calling us at 404-365-0966.

If you have existing prescriptions, we’ll help you get them re-prescribed by a Kaiser Permanente physician online or when you call 404-846-6707.

To learn more about The Kaiser Permanente Bridge Program, visit kpgabridge.org.
Your Partner for Better Health

Get what you need to live well – in one easy-to-use package. Take a look at a few of the features that come with your plan.

The experience …

Your choice of top doctors

You can choose and change your doctor anytime, for any reason. Our doctors are among the best. They love caring for people and aren’t weighed down by a lot of paperwork, so they can focus on you. You can view individual profiles on kp.org.

Personalized care and attention**

You’re at the center of your care. Your doctors, nurses, and specialists, all connected by your electronic health record, work together to help you manage your health.

Everything under one roof

You can do more and drive less because many of our locations include pharmacy, lab, X-ray services, and more.

Online access anytime, anywhere

It’s easy to stay involved in your care. Use your computer or mobile device to email your doctor’s office, schedule routine appointments, view most lab test results, refill most prescriptions, and more.

Lots of healthy extras

Stay at your best with healthy resources like wellness coaching and wellness classes, many of which are offered at no cost.

With Kaiser Permanente*

*These features are available when you receive care at Kaiser Permanente facilities.
**Some specialists may require a clinical evaluation or additional information before they see you.
Care When You Need It

In addition to the Kaiser Permanente facilities listed on the following pages, our members can receive inpatient care at several affiliated hospitals in Atlanta, including Northside, Piedmont, Gwinnett Medical Center – Lawrenceville, and Scottish Rite. There’s often a Kaiser Permanente doctor or hospitalist on staff at these locations, and your own doctor will always help coordinate your care.

Emergency care
When you have a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. Examples include:

- chest pain or pressure
- severe stomach pain that comes on suddenly
- decrease in or loss of consciousness
- severe shortness of breath

If you are experiencing any of these symptoms, call 911 immediately.

Urgent care
When you have an urgent medical situation (that isn’t life-threatening), you can rely on:

- The 24/7 Advanced Care Center at our Gwinnett, Southwood, and TownPark Comprehensive Medical Centers.
- At select locations you can get seen the same day by a nurse.
- More than 40 affiliated community urgent care locations.

Not sure what kind of care you need? Just call:

- For Advice, call our Health Line. Advice nurses are available to members 24 hours a day at 404-365-0966 (metro Atlanta) or 1-800-611-1811 (other areas).
- Telephone and video visits offering same-day adult care – by phone or video appointment.*

*For members 18 or older who are registered on kp.org and have seen their doctor in the past year.

Read more about Kaiser Permanente in Georgia at kp.org/georgia.
# Kaiser Permanente Locations

With your choice of quality doctors and convenient locations throughout metro Atlanta, it’s easy to get the care you need. Most locations offer multiple services under one roof – so you can see your doctor, get a lab test or X-ray, and pick up your medications, all without leaving the building.

Our Advanced Care Centers offer care for urgent medical needs 24 hours a day, 7 days a week, staffed by our own physicians. For medical emergencies, call 911 immediately.

<table>
<thead>
<tr>
<th>Cherokee County</th>
<th>Clayton County</th>
<th>Coweta County</th>
<th>DeKalb County</th>
<th>Douglas County</th>
<th>Fayette County</th>
<th>Forsyth County</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Holly Springs Medical Office</strong>&lt;br&gt; 684 Sixes Rd., Ste. 275&lt;br&gt; Holly Springs, GA 30115&lt;br&gt; Phone: 770-852-2440</td>
<td><strong>Southwood Comprehensive Medical Center</strong>&lt;br&gt; 2400 Mt. Zion Pkwy.&lt;br&gt; Jonesboro, GA 30236&lt;br&gt; Phone: 770-603-3649</td>
<td><strong>Newnan Medical Office</strong>&lt;br&gt; 203 Newnan Crossing Bypass&lt;br&gt; Newnan, GA 30263&lt;br&gt; Phone: 770-304-4400</td>
<td><strong>Crescent Medical Center</strong>&lt;br&gt; 200 Crescent Centre Pkwy.&lt;br&gt; Tucker, GA 30084&lt;br&gt; Phone: 770-496-3414</td>
<td><strong>Douglasville Medical Office</strong>&lt;br&gt; 6875 Douglas Blvd., Ste. A&lt;br&gt; Douglasville, GA 30135&lt;br&gt; Phone: 678-838-2225</td>
<td><strong>Fayette Medical Office</strong>&lt;br&gt; 101 Banks Rd.&lt;br&gt; Fayetteville, GA 30214&lt;br&gt; Phone: 678-610-3700</td>
<td><strong>Forsyth Medical Office</strong>&lt;br&gt; 1400 Northside Forsyth Dr., Ste. 350&lt;br&gt; Cumming, GA 30041&lt;br&gt; Phone: 678-455-1407</td>
</tr>
<tr>
<td><strong>Southwood Specialty Center</strong>&lt;br&gt; 2470 Mt. Zion Parkway&lt;br&gt; Jonesboro, GA 30236&lt;br&gt; Phone: 770-603-3679</td>
<td><strong>Cumberland Medical Center</strong>&lt;br&gt; 2525 Cumberland Pkwy., SE&lt;br&gt; Atlanta, GA 30339&lt;br&gt; Phone: 770-431-4235</td>
<td><strong>Newnan Medical Office</strong>&lt;br&gt; 203 Newnan Crossing Bypass&lt;br&gt; Newnan, GA 30263&lt;br&gt; Phone: 770-304-4400</td>
<td><strong>Downtown Decatur Medical Office</strong>&lt;br&gt; 201 W. Ponce de Leon Ave., Ste. A&lt;br&gt; Decatur, GA 30030&lt;br&gt; Phone: 404-687-7700</td>
<td><strong>Douglasville Medical Office</strong>&lt;br&gt; 6875 Douglas Blvd., Ste. A&lt;br&gt; Douglasville, GA 30135&lt;br&gt; Phone: 678-838-2225</td>
<td><strong>Fayette Medical Office</strong>&lt;br&gt; 101 Banks Rd.&lt;br&gt; Fayetteville, GA 30214&lt;br&gt; Phone: 678-610-3700</td>
<td><strong>Forsyth Medical Office</strong>&lt;br&gt; 1400 Northside Forsyth Dr., Ste. 350&lt;br&gt; Cumming, GA 30041&lt;br&gt; Phone: 678-455-1407</td>
</tr>
<tr>
<td><strong>West Cobb Medical Center</strong>&lt;br&gt; 3640 Tramore Pointe Pkwy., SW&lt;br&gt; Austell, GA 30106&lt;br&gt; Phone: 770-439-4700</td>
<td><strong>Stonecrest Medical Center</strong>&lt;br&gt; 8011 Mall Pkwy.&lt;br&gt; Lithonia, GA 30038&lt;br&gt; Phone: 678-323-7500</td>
<td><strong>Newnan Medical Office</strong>&lt;br&gt; 203 Newnan Crossing Bypass&lt;br&gt; Newnan, GA 30263&lt;br&gt; Phone: 770-304-4400</td>
<td><strong>Crescent Medical Center</strong>&lt;br&gt; 200 Crescent Centre Pkwy.&lt;br&gt; Tucker, GA 30084&lt;br&gt; Phone: 770-496-3414</td>
<td><strong>Douglasville Medical Office</strong>&lt;br&gt; 6875 Douglas Blvd., Ste. A&lt;br&gt; Douglasville, GA 30135&lt;br&gt; Phone: 678-838-2225</td>
<td><strong>Fayette Medical Office</strong>&lt;br&gt; 101 Banks Rd.&lt;br&gt; Fayetteville, GA 30214&lt;br&gt; Phone: 678-610-3700</td>
<td><strong>Forsyth Medical Office</strong>&lt;br&gt; 1400 Northside Forsyth Dr., Ste. 350&lt;br&gt; Cumming, GA 30041&lt;br&gt; Phone: 678-455-1407</td>
</tr>
<tr>
<td><strong>Coweta County</strong>&lt;br&gt; <strong>DeKalb County</strong>&lt;br&gt; <strong>Douglas County</strong>&lt;br&gt; <strong>Fayette County</strong>&lt;br&gt; <strong>Forsyth County</strong></td>
<td><strong>Stonecrest Medical Center</strong>&lt;br&gt; 8011 Mall Pkwy.&lt;br&gt; Lithonia, GA 30038&lt;br&gt; Phone: 678-323-7500</td>
<td><strong>Fayette Medical Office</strong>&lt;br&gt; 101 Banks Rd.&lt;br&gt; Fayetteville, GA 30214&lt;br&gt; Phone: 678-610-3700</td>
<td><strong>Forsyth Medical Office</strong>&lt;br&gt; 1400 Northside Forsyth Dr., Ste. 350&lt;br&gt; Cumming, GA 30041&lt;br&gt; Phone: 678-455-1407</td>
<td><strong>Fayette Medical Office</strong>&lt;br&gt; 101 Banks Rd.&lt;br&gt; Fayetteville, GA 30214&lt;br&gt; Phone: 678-610-3700</td>
<td><strong>Forsyth Medical Office</strong>&lt;br&gt; 1400 Northside Forsyth Dr., Ste. 350&lt;br&gt; Cumming, GA 30041&lt;br&gt; Phone: 678-455-1407</td>
<td><strong>Forsyth Medical Office</strong>&lt;br&gt; 1400 Northside Forsyth Dr., Ste. 350&lt;br&gt; Cumming, GA 30041&lt;br&gt; Phone: 678-455-1407</td>
</tr>
</tbody>
</table>
**Fulton County**

Alpharetta Medical Center  
3550 Preston Ridge Rd.  
Alpharetta, GA 30005  
Phone: 770-663-3110

Brookwood at  
Peachtree Medical Office  
1745 Peachtree Rd., Ste. U  
Atlanta, GA 30309  
Phone: 404-888-7688

Cascade Medical Center  
1175 Cascade Pkwy.  
Atlanta, GA 30311  
Phone: 404-505-4006

Glenlake Comprehensive Medical Center  
20 Glenlake Pkwy.  
Sandy Springs, GA 30328  
Phone: 770-677-6075

Sandy Springs Medical Office  
1100 Lake Hearn Dr., NE,  
Ste. 250 & 500  
Sandy Springs, GA 30342  
Phone: 404-845-4500

**Gwinnett County**

Gwinnett Comprehensive Medical Center  
3650 Steve Reynolds Blvd.  
Duluth, GA 30096  
Phone: 770-931-6012

**Henry County**

Henry Towne Centre Medical Center  
1125 Towne Centre Village Dr.  
McDonough, GA 30253  
Phone: 678-583-6000

**Rockdale County**

Conyers Medical Office  
1478 Dogwood Dr.  
Conyers, GA 30013  
Phone: 678-413-4320

See our facility map on the back cover of this brochure to find locations near you.
## Participating Community Partner Directory

To assist in the identification and eligibility determination of potential members, Kaiser Permanente partners with local organizations, schools, and workforce development agencies. All community partners implement a training program requirement as criteria for applying for the Kaiser Permanente Bridge Program.

### Fulton County

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanta Children's Shelter</td>
<td>607 Peachtree Street, NE Atlanta, GA 30308</td>
<td>(404) 892-3713</td>
</tr>
<tr>
<td>Atlanta Regional Workforce Development Board</td>
<td>40 Courtland Street, NE Atlanta, GA 30303</td>
<td>(404) 463-3100</td>
</tr>
<tr>
<td>C4 Atlanta</td>
<td>115 Martin Luther King Jr Drive, SW #225</td>
<td>(404) 969-2787</td>
</tr>
<tr>
<td>First African Community Development Corporation</td>
<td>5197 Salem Road Lithonia, GA 30058</td>
<td>(404) 593-5981</td>
</tr>
<tr>
<td>Fulton County Office of Workforce Development</td>
<td>3700 Martin L. King Jr. Drive, SW Atlanta, Georgia 30331</td>
<td>(404) 613-6381</td>
</tr>
<tr>
<td>Georgia Organics</td>
<td>200 Ottley Drive, NE, A Atlanta, GA 30324</td>
<td>(678) 702-0400</td>
</tr>
<tr>
<td>Georgia State University</td>
<td>140 Decatur Street, 8th Floor Atlanta GA, 30302</td>
<td>(404) 413-1000</td>
</tr>
<tr>
<td>Multi-Agency Alliance for Children</td>
<td>225 Peachtree Street NE, Suite 900 Atlanta, GA 30303</td>
<td>(404) 880-9323</td>
</tr>
<tr>
<td>New Hope Enterprises</td>
<td>810 Joseph E Boone Blvd, NW Atlanta, GA 30314</td>
<td>(404) 671-3560</td>
</tr>
<tr>
<td>Nicholas House</td>
<td>830 Boulevard, SE Atlanta, GA 30312</td>
<td>(404) 622-0793</td>
</tr>
<tr>
<td>North Fulton Community Charities</td>
<td>11270 Elkins Road Roswell, GA 30076</td>
<td>(770) 640-0399</td>
</tr>
<tr>
<td>The Center for Working Families</td>
<td>477 Windsor Street, Suite 101 Atlanta, GA 30312</td>
<td>(404) 223-3303</td>
</tr>
<tr>
<td>Year Up Atlanta</td>
<td>730 Peachtree Street, NE Atlanta, GA 30308</td>
<td>(404) 249-0300</td>
</tr>
<tr>
<td>Zion Hill Community Development Corporation</td>
<td>2741 Bayard Street East Point, GA 30344</td>
<td>(404) 766-3141</td>
</tr>
</tbody>
</table>

### Bartow County

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chattahoochee Technical College</td>
<td>5198 Ross Road Acworth, GA 30101</td>
<td>(770) 975-4102</td>
</tr>
</tbody>
</table>

### Cherokee County

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cherokee Career Resource Center</td>
<td>1645 Bluffs Parkway Room A-202 Canton, GA 30144</td>
<td>(770) 345-1098</td>
</tr>
<tr>
<td>Ser Familia</td>
<td>209 North Ridge Drive Acworth, GA 30101</td>
<td>(678) 363-3079</td>
</tr>
</tbody>
</table>

### Cobb County

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CobbWorks! Workforce Investment Act</td>
<td>463 Commerce Park Drive, SE Marietta, GA 30060</td>
<td>(770) 528-4300</td>
</tr>
</tbody>
</table>
Clayton County

Clayton Career Resource Center
3000 Corporate Center Drive
Morrow, GA, 30260
Phone: (770) 960-2172

Clayton State University
2000 Clayton State Boulevard
Morrow, GA 30260
Phone: (678) 466-4901

Gwinnett County

Gwinnett Career Resource Center
3885 Crestwood Parkway, Suite 200
Duluth, GA 30096
Phone: (770) 806-2020

DeKalb County

DeKalb Workforce Development
774 Jordan Lane
Decatur, GA 30033
Phone: (404) 687-3400

East Lake Foundation
2606 Alston Drive, SE
Atlanta GA 30317
Phone: (404) 373-4351

Gwinnett Technical College WIOA
5150 Sugarloaf Parkway
Lawrenceville, GA 30043
Phone: (678) 226-6664

Georgia Perimeter College
555 North Indian Creek Drive
Clarkston, GA 30021
Phone: (678) 891-3870

Douglas County

Douglas Career Resource Centers
8595 Club Drive
Douglasville, GA 30134
Phone: (770) 920-4104

Rockdale County

Rockdale Career Resource Center
1400 Parker Road, Lobby B
Conyers, GA 30094
Phone: (770) 806-2020

For an up-to-date listing of community partners and their training program requirements as criteria for applying to the Bridge Program, visit kpgabridge.org/partners
Atlanta Service Area

Kaiser Permanente Medical Facilities
Kaiser Permanente Comprehensive Medical Centers*
Affiliated Community Urgent Care Centers
Affiliated Hospitals**

* Our Comprehensive Medical Centers at Gwinnett, Southwood, and TownPark offer urgent care.

** The hospital that you will be admitted to is determined by the primary care physician you select. Some locations are available only in specific cases. In an emergency, you have access to any hospital emergency room.
Important Details and Notices

About your coverage

Before you review the specific plan information, check to make sure you live within our service area. You’re eligible to apply for KPIF coverage if you live in one of the following counties:

<table>
<thead>
<tr>
<th>Service Area Counties: Signature HMO Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clayton</td>
</tr>
<tr>
<td>Cobb</td>
</tr>
</tbody>
</table>

Once you are enrolled, you can enjoy the benefits of KPIF until you choose to leave the plan, regardless of health. However, please note that coverage can end for failure to pay premiums when due or for intentional misrepresentation of important information on your application.

When you turn 65 or become eligible for Medicare, you have the option to apply for our Senior Advantage plan. You can ask about our coverage for Medicare-eligible members by calling toll free 1-800-232-4404.

If you have any questions or would like more information, call our Call Center at 1-800-494-5314 or check out the KPIF website at buykp.org.

Drug formulary

Kaiser Permanente uses a drug formulary for our HMO and HSA Option plans. Our drug formulary is a continually updated list of medications that are determined to be safe and effective. Use of formulary drugs enables us to provide quality care at a reasonable cost.

If you request a nonformulary drug, you will be responsible for the full cost of that drug, unless there is a clear medical reason to use it rather than the similar formulary drug. In specific cases, such as allergy to the formulary alternative, your physician may request an exception for coverage of a nonformulary drug at your regular pharmacy copay. Certain prescriptions require expert review before they can be dispensed.

If you have any questions about the formulary, call 1-800-611-1811 (toll free).

Preauthorization

When you need to obtain preauthorization for covered services or have a question about whether a service requires preauthorization, please contact Kaiser Permanente Quality Resource Management at 404-364-7320 or 1-800-221-2412 (TTY/TDD 711).

At Kaiser Permanente, the Utilization Management Program works with participating providers to plan, organize, and deliver quality health care services by ensuring these services are medically appropriate, medically necessary, and provided in a cost-effective manner. Some services require preauthorization by the Utilization Management Program.
Important Details and Notices continued

Examples include, but are not limited to:
- All inpatient admissions excluding emergencies
- Elective inpatient admissions
- Outpatient surgery
- Specialized services such as home health, medical supplies/equipment, and hospice care
- Skilled nursing and acute rehabilitation facilities
- Certain behavioral health services and/or chemical dependency treatment

Failure to obtain preauthorization may result in penalties against your benefit payment, or we may deny all or part of your claim. In the event any service is denied because it does not meet criteria, you may request an appeal.

Kaiser Permanente does not use financial incentives to encourage barriers to care and service. Decisions involving utilization management are based only on appropriateness of care and service, and existence of coverage under the member’s benefit plan. Kaiser Permanente does not reward practitioners or other individuals conducting utilization review for issuing denials of coverage or service, and does not use financial incentives that encourage decisions that result in underutilization.

Kaiser Permanente is prohibited from making decisions regarding hiring, promoting, or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits.

Exclusions

As with all health plans, there are some exclusions. The following services are excluded from all coverage. (Please note that this is a summary—for a complete list, refer to the Evidence of Coverage).

- Services that an employer or any government agency is responsible to provide, including workers' compensation
- Custodial care or care in an intermediate care facility
- Services provided or arranged by criminal justice institutions or mental health institutions for members in the custody of law enforcement officers if you are confined in the institution, except for emergency services
- Cosmetic services (including drugs and injectables)
- Cord blood procurement and storage for possible future need or for a yet-to-be determined member recipient
- Physical examinations required for obtaining or maintaining employment or participation in employee programs, or insurance or government licensing
- Orthoptics (eye exercises)
- Services and drugs related to the treatment of obesity
- Routine foot care services
- All services and drugs related to sexual reassignment surgery
- Cost of semen and eggs
Services for conception by artificial means, including infertility drugs
Reversal of voluntary infertility
Nonhuman and artificial organs and their implantation
Court-ordered services
Testing for ability, aptitude, intelligence, or interest
Corrective shoes and orthotic foot supports and inserts
More than one device for the same part of the body or same function
Replacement of lost devices
Electronic monitors of bodily functions (except infant apnea monitors and blood glucose monitors)
Devices to perform medical testing of body fluids, excretions, or substances
Devices not medical in nature
Convenience, comfort, or luxury items
Reconstructive surgery following removal of breast implants that were inserted for cosmetic reasons
Drugs for the treatment of sexual dysfunction disorders
Most disposable supplies

Who provides the coverage
HMO and HSA Option plans are provided by Kaiser Foundation Health of Georgia, Inc.

This is only a summary
This is a summary description and is not intended to replace your Individual Agreement or Evidence of Coverage, which contain the complete provisions of this coverage. If you have questions or need additional information, please call 404-261-2590.

For more information
Have a question that’s not answered in this information kit? Just contact our Call Center at 1-800-494-5314 or check out our website at kpgabridge.org.

Privacy practices
For more information about our privacy practices, visit kp.org/privacy and click on “Notice of Privacy Practices.”
NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

• Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  • Qualified sign language interpreters
  • Written information in other formats, such as large print, audio, and accessible electronic formats

• Provide no cost language services to people whose primary language is not English, such as:
  • Qualified interpreters
  • Information written in other languages

If you need these services, call 1-888-865-5813 (TTY: 711)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.


HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-865-5813 (TTY: 711).

አማርኛ (Amharic) ይታወች። የጎርናት ያስሸፋ ከሆነ ከሚሆነ ከርሱ ያርቷል። የስለ በአማርኛ የትንቅልታል። በም ላይን ለስራ ይቀላል። በሆነ ላይን ለስራ ከሆነ ይቀላል 1-888-865-5813 (TTY: 711).

العربية (Arabic) ملاحظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية توافر لك بالمجان. اتصل ب رقم 1-888-865-5813 (TTY: 711).

中文 (Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-865-5813（TTY：711）。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-865-5813 (TTY: 711) تماس بگیرید.
Français (French) ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-888-865-5813 (TTY: 711).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-865-5813 (TTY: 711).

Gujarati (Gujarati) સુચના: તમે તમારી ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. કોલ કરો 1-888-865-5813 (TTY: 711).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-865-5813 (TTY: 711).

Hindi (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-865-5813 (TTY: 711) पर कॉल करें।

日本語 (Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-865-5813 (TTY: 711) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-865-5813 (TTY: 711) 번으로 전화해 주십시오.


Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-865-5813 (TTY: 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-865-5813 (TTY: 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-865-5813 (TTY: 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-865-5813 (TTY: 711).
The Kaiser Permanente Bridge Program

Want to learn more?

Contact Kaiser Permanente Market Strategy Department
Nine Piedmont Center
3495 Piedmont Road, NE
Atlanta, GA 30305
bridge@kp.org
404-364-3811

Member Services
• 404-261-2590 locally
• 1-800-611-1811 toll free