

HMO Plus and DHMO Plus members:

Present this to your caregiver's office when receiving care from a non-Kaiser Permanente physician.

Providers:

Kaiser Permanente's HMO Plus and DHMO Plus plans offer Kaiser Permanente members the opportunity to access care from any licensed provider, regardless of whether the provider is contracted with Kaiser Permanente. For these plans, providers who are not included in-network are considered out of network.*

OUT-OF-NETWORK COVERAGE

Medical Claims

Mail all medical claims to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
P.O. Box 371860
Denver, CO 80237-9998

To check on a claim, please call **888-225-7202** and say "claims" at the prompt.

Contact the Customer Service Center with questions or to verify eligibility. Call **888-225-7202** (TTY **711**) and follow the prompts. Representatives are available Monday through Friday, 7:30 a.m. to 9 p.m. (except holidays).

Medical Visits

This plan covers up to 10 outpatient physician visits out of network, including lab and X-ray, per member, per contract year.

Prescriptions

For HMO Plus and DHMO Plus members, medications you prescribe can be filled through either of two options:

- **For a lower cost to the member:** Prescriptions can be filled through a Kaiser Permanente pharmacy, contracted network pharmacy, or our Mail Order Pharmacy.

*Providers included in the Select network are considered out of network for the HMO Plus and DHMO Plus plans.

- **For a higher cost to the member:** Prescriptions can be filled at a non-contracted pharmacy of the member's choice. The number of prescriptions covered out of network is limited to 5 per member, per year.

For questions about out-of-network pharmacy benefits and claims, call **800-788-2949**.

Our Mail Order Pharmacy can be reached at **703-466-4900** or toll free **800-733-6345**. Patients may also refill prescriptions online at **kp.org** or by calling **800-700-1479** (TTY **711**).

To determine if a medication is on the Kaiser Permanente Formulary, or to speak to a pharmacist, call **800-700-1479** (TTY **711**), 24 hours a day, 7 days a week. You can also visit **kp.org/formulary** and select the HMO formulary link.

