

TRAVEL COVERAGE

# Emergency and urgent care away from home

For travel outside Kaiser Permanente areas



# Emergencies can happen anywhere

As a Kaiser Permanente member, you're covered for emergency and urgent care anywhere in the world. Whether you're traveling in the United States or a foreign country, this brochure will explain what to do if you need emergency or urgent care during your trip.

It's important to remember that how you get care can vary depending on where you travel. So plan ahead and find out what emergency and other medical services are available where you'll be visiting.



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**This brochure is not intended to be used by Medicare members.**



## Types of care

Anything can come up when you travel, and different health needs require different types of care. Here are some common examples, which don't include all possible symptoms and conditions.

### What is emergency care?

Emergency care is for a medical or psychiatric condition, including severe pain, that requires immediate medical attention to prevent serious jeopardy to your health.\*

Examples include:

- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- Severe shortness of breath
- Decrease in or loss of consciousness

\*If you reasonably believe you have an emergency medical condition, call **911** (if you are in the U.S.) or go to the nearest Emergency Department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

## What is urgent care?

An urgent care need is an illness or injury that requires prompt medical attention but is not an emergency medical condition.

Examples include:

- Minor injuries, including sprains and falls
- Minor backaches
- Flu symptoms
- Sore throats, coughs, and earaches

## What is routine care?

Routine care is for an expected care need, like a scheduled visit to your doctor or a recommended preventive screening.

Examples include:

- Physical exams
- Adult and well-child checkups
- Pap tests
- Follow-up visits

Routine services aren't covered outside Kaiser Permanente areas, so make sure to get them before your trip.

Kaiser Permanente areas include parts of:

- California
- Colorado
- Georgia
- Hawaii
- Maryland
- Oregon
- Virginia
- Washington
- Washington, D.C.

Find our locations at [kp.org/kpfacilities](https://www.kp.org/kpfacilities).



## U.S. travel

Outside Kaiser Permanente areas

### How do I get emergency care in the U.S.?

If you or a family member has a medical emergency, get care right away. You don't have to let Kaiser Permanente know or get approval first. Here's what to do:\*

- Call **911** or go to the nearest hospital. Always use the emergency services available where you are.
- Once your condition is stable, call Kaiser Permanente at **1-800-225-8883** to let us know you've received emergency care or been admitted to a hospital. If appropriate, the doctor treating you can call instead.
- When you call Kaiser Permanente, we'll talk to the doctor treating you to discuss your condition and decide what to do next.

\*Emergency services are available at Kaiser Permanente or contracted hospitals in areas where we offer care. If you're traveling in any Kaiser Permanente area, we encourage you to go to one of these facilities – but only if this is reasonable based on your condition or symptoms.

## What if I still need care after my emergency condition has been stabilized?

If you've been hospitalized, the doctor treating you may decide you still need care after your condition has been stabilized. This is called post-stabilization care. You'll need to get approval from Kaiser Permanente for this kind of care.

- Call us at **1-800-225-8883** as soon as you can, preferably before you get care. Getting approval helps protect you from financial responsibility, since we may not cover services we don't approve first.
- If we agree you need post-stabilization care, we may authorize the doctor treating you to give you this care. Or we may choose a different provider to make sure you get the right care for your condition.
- Ask the doctor treating you if Kaiser Permanente has approved your care, including any transportation. In addition to post-stabilization care, you'll need to get any related transportation approved. When medical transportation is needed for your care, we will arrange these services for you.

Outpatient follow-up care is generally not covered, unless we authorize it or it's considered urgent. This includes any follow-up care you need after an emergency or urgent care visit, like removing stitches or a cast. Call us at **1-800-225-8883** before you get follow-up care to check whether it's covered.

## How do I report emergency care?

Call **1-800-225-8883** (TTY users call **711**), 24 hours a day, 7 days a week, to let Kaiser Permanente know you've been admitted to a hospital with an emergency condition, or to ask for approval for post-stabilization care.

## How do I get urgent care?

If you need urgent care while away from home outside a Kaiser Permanente area in the United States, you can visit an urgent care clinic instead of a hospital emergency department. We'll cover urgent care at non-Kaiser Permanente facilities as long as it can't wait until you get back home.

## What if I'm not sure what kind of care I need?

If you have an illness or injury and you're not sure what kind of care you need, our advice nurses can help. With access to your health information, they can assess your problem and help you decide what to do.\*

Northern California members:

Call **1-866-454-8855** (from the U.S. only), 24 hours a day, 7 days a week.

Southern California members:

Call the appointment and advice number for your local Kaiser Permanente facility. Phone numbers are on page 14.

\*Our advice nurses can't give specific medical advice during an emergency. If you think you're having a medical emergency, call **911** or go to the nearest hospital.

## How do I submit a claim?

When you get emergency or urgent care in the United States, the provider may bill Kaiser Permanente directly. If so, you won't need to submit a claim.

But you'll still have to make sure we get everything we need to process the request for payment. It's always a good idea to ask the provider for copies of all receipts.

- If you're billed directly by the provider, you'll need to send a claim asking us to pay the provider.
- If you paid out of pocket for any services, prescription drugs, or medical equipment, you'll need to send a claim asking us to reimburse you.

### **Make sure to keep these documents:**

- An itemized bill for services
- A copy of medical records
- Proof of payment  
(if you paid for the care yourself)

For instructions on submitting a claim, call our Member Service Contact Center. Phone numbers are on page 13.



# International travel

## How do I get emergency or urgent care outside the U.S.?

If you or a family member has an emergency or urgent medical situation,\* get care right away. You don't have to let Kaiser Permanente know or get approval first. Here's what to do:

- Immediately go to the nearest hospital or any facility that can give you the care you need. Kaiser Permanente won't be able to help manage your care until your emergency or urgent care need is under control or is being managed by a doctor.
- If you get emergency care, call Kaiser Permanente at **1-800-225-8883**<sup>†</sup> when your condition is stable to let us know you've been treated for an emergency or admitted to a hospital. If appropriate, the doctor treating you can call instead.
- When you call Kaiser Permanente, we'll talk to the doctor treating you to discuss your condition and decide what to do next. We have interpreter services that allow us to talk to doctors who don't speak English.

\*Kaiser Permanente will cover urgent care you get when you're temporarily outside the country – as long it can't be delayed until you get back home.

<sup>†</sup>See page 10 for calling information.

## What if I still need care after my emergency condition has been stabilized?

If you've been hospitalized, the doctor treating you may decide you still need care after your condition has been stabilized. This is called post-stabilization care. You'll need to get approval for this kind of care from Kaiser Permanente.

- Call us at **1-800-225-8883<sup>†</sup>** as soon as you can, preferably before you get care. Getting approval helps protect you from financial responsibility, since we may not cover services we don't approve first.
- If we agree you need post-stabilization care, we may authorize the doctor treating you to give you this care. Or we may choose a different provider to make sure you get the right care for your condition.
- Ask the doctor treating you if Kaiser Permanente has approved your care, including any transportation. In addition to post-stabilization care, you'll need to get any related transportation approved. When medical transportation is needed for your care, we will arrange these services for you.

Outpatient follow-up care is generally not covered, unless we authorize it or it's considered urgent. This includes any follow-up care you need after an emergency or urgent care visit, like removing stitches or a cast. Call us at **1-800-225-8883<sup>†</sup>** before you get follow-up care to check whether it's covered.

## How do I report emergency care if I'm outside the U.S.?

Call **1-800-225-8883**, 24 hours a day, 7 days a week, to let Kaiser Permanente know you've been admitted to a hospital with an emergency condition, or to ask for approval for post-stabilization care.

Check with the local telephone service provider where you are if you need help calling internationally. International calls to this number aren't toll free, and you'll be charged at local international rates.

You should always have a plan for calling Kaiser Permanente. Get ready before you leave. Find out if your cell phone service includes international calling, or get an international calling card.

## Is transportation covered?

Kaiser Permanente covers emergency medical transportation to get you to the nearest hospital, or another facility if we decide it's necessary. However, we can't arrange this transportation for you during an emergency. You'll need to work with emergency transportation providers wherever you are.

We generally don't cover or arrange other transportation, unless we decide it's needed to manage your care. You may want to consider getting extra travel insurance to cover services that aren't covered by your Kaiser Permanente plan.

## How do I submit a claim?

Kaiser Permanente generally doesn't pay providers outside the United States directly. If you get emergency or urgent care, you'll need to pay the bill yourself. Then you'll have to submit a claim for reimbursement when you get home.

In many countries, providers require payment before giving care. Costs can be high, so be ready to cover any unexpected costs. You may want to get extra travel insurance for your trip.

### **Make sure to keep these documents:**

- An itemized bill or other documentation for services
- A copy of medical records
- Proof of payment
- Proof of travel – like travel tickets, boarding passes, and a copy of passport stamps

For instructions on submitting a claim, call our Member Service Contact Center. Phone numbers are on page 13.



## For more information

You'll find more information about getting emergency and urgent care in the document below that applies to your health coverage:

- ***Evidence of Coverage (EOC)***, if your coverage is directly with Kaiser Foundation Health Plan
- ***Certificate of Insurance (COI)***, if your coverage is directly with Kaiser Permanente Insurance Company
- ***Summary Plan Description (SPD)***, if your coverage is with your employer's self-funded plan

For a complete description of your coverage, you should read your *EOC*, *COI*, or *SPD*, since the information in this brochure may change at any time. Contact our Member Service Contact Center to request a copy of your *EOC* or *COI*. To request a copy of your *SPD*, contact your employer.

## **Kaiser Permanente Member Service Contact Center**

You can call us 24 hours a day, 7 days a week (closed holidays).

**1-800-464-4000** English

**1-800-788-0616** Spanish

**1-800-757-7585** Chinese dialects

**711** TTY

International calls won't be toll free, and you'll be charged at local international rates.

If you're enrolled in an employer's self-funded EPO, POS, or PPO plan administered by Kaiser Permanente Insurance Company, please call the Customer Service number on the back of your Kaiser Permanente ID card.

## Appointment and advice lines

### Northern California members

Call **1-866-454-8855**, 24 hours a day, 7 days a week.

### Southern California members

Hours are Monday–Friday, 7 a.m.–7 p.m. Some locations have additional hours, as indicated below. For after hours, call **1-888-KPONCALL (1-888-576-6225)** or TTY **711**.

FACILITY NAME	PHONE NUMBER
Antelope Valley Service Area	<b>1-877-554-4404</b>
Baldwin Park Medical Center	<b>1-800-780-1277</b>
Coachella Valley Service Area	<b>1-866-984-7483*</b>
Downey Medical Center	<b>1-800-823-4040†</b>
Fontana Medical Center	<b>1-888-750-0036‡</b>
Kern County Service Area	<b>1-877-524-7373</b>
Los Angeles Medical Center	<b>1-800-954-8000</b>
Moreno Valley Community Hospital	<b>1-866-984-7483**</b>
Ontario Medical Center	<b>1-888-750-0036‡</b>
Orange County - Irvine Medical Center	<b>1-888-988-2800</b>
Panorama City Medical Center	<b>1-888-778-5000</b>
Riverside Medical Center	<b>1-866-984-7483**</b>
San Diego Medical Center	<b>1-800-290-5000</b>
South Bay Medical Center	<b>1-800-780-1230†</b>
West Los Angeles Medical Center	<b>1-800-954-8000</b>
West Ventura County Service Area	<b>1-888-515-3500</b>
Woodland Hills Medical Center	<b>1-888-515-3500</b>

\*Also open Saturday, 7 a.m.–3 p.m.

†Also open Saturday, 7 a.m.–1 p.m.

‡Also open Saturday, 7 a.m.–3:30 p.m.

\*\*Also open Saturday–Sunday, 7 a.m.–3 p.m.



# Before you go ...

A little planning makes a big difference.  
Plan now for a healthy trip.

- Register on [kp.org](http://kp.org)** to see your home area health information and email your Kaiser Permanente doctor at home or away from home anytime.
- Get our KP app** to stay connected when you're on the go.
- Consult your doctor** if you need to manage a condition during your trip.
- Refill your eligible prescriptions** to have enough while you're away.
- Print a summary of your online medical record** in case you don't have Internet access.\*
- Make sure your immunizations are up-to-date**, including your yearly flu shot.

## Don't forget

- Bring your Kaiser Permanente ID card.**  
It has important phone numbers on the back.
- Take this brochure on your trip.** It explains what to do if you need care.
- Away from Home 24/7 Travel Support:**  
**951-268-3900** or **[kp.org/travel](http://kp.org/travel)**  
**(TTY 711)**

\*These features are available when you register on [kp.org](http://kp.org) and seek care from Kaiser Permanente physicians.

