

Kaiser Permanente Signature HMO Plans



Small Group Plan Summaries

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More value with Kaiser Permanente

- When primary care physicians (PCPs) within our medical group lead a patient's care, care is **significantly less** costly when compared with care led by a PCP outside of our medical group.¹
- Kaiser Permanente delivers **17 percent greater** cost efficiency overall than the average health coverage provider.²
- Kaiser Permanente is the **most cost-effective plan** in Georgia.²

All of these cost savings are passed on to your clients and their employees by way of lower premiums.

¹ Source: Paid claims database 4th quarter, 2008.

² Hewitt and Associates' Hewitt Health Value Initiative™ (HHVI) Benchmark Study—Kaiser Foundation Health Plan, Inc., May 2009. To get a copy of the Hewitt Health Value Initiative report for Georgia, contact your Kaiser Permanente representative.

Experience, solutions, and value

For more than 60 years, employers across the United States have relied on Kaiser Permanente to offer innovative and integrated solutions that help keep their workers healthy and productive. Every successful business starts with healthy employees. And in this challenging economy, your clients want to get the most from their health care premiums. They're looking for ways to both reduce costs and get more out of their workforce.

Our new Kaiser Permanente SignatureSM HMO plans can help your small group clients keep their employees healthy and productive with significantly lower premiums, comprehensive coverage, and quality-focused care.

Signature HMO plans at a glance:

- 4 HMO plan designs priced considerably lower than our other HMO plans
- Primary care provided exclusively by our award-winning medical group—The Southeast Permanente Medical Group, Inc. (TSPMG)—in our growing number of modern medical centers across metro-Atlanta
- Primary care, select specialists, lab, X-ray, and pharmacy services available *all under one roof* at most medical centers
- An abundance of value-added benefits built into every plan
- Can be offered along with certain other Kaiser Permanente products

Integrated care delivers value for your clients and their employees

With our Signature HMO plans, your clients and their employees will find unique value because of our integrated care model. See the difference for yourself.

Integrated vs. Conventional Care

Integrated care from Kaiser Permanente		Conventional care with most other providers	
Early intervention	Risk factors and symptoms identified and recorded in real time during primary care visits	Disease caught in later stages	Patient identification through claims data
Coordinated care	All of our caregivers—primary, select specialists, lab technicians, pharmacists—share access to a member's electronic health record, helping avoid drug interactions, allergic reactions, and redundant tests	Fragmented care	Multiple disease management vendors for multiple diseases mean recommendations can be confusing and conflicting
Shared expertise	Doctor advocates preventive care and member receives resources and tools to manage long-term health	Restricted care	Care is reactive to recent health symptoms, and preventive care is not a priority
Easy online care management	Online sharing of best practices among thousands of providers makes the latest treatment protocols readily accessible and available to implement in weeks or months, not years	Distant care management	Treatment protocols conveyed through journals and meetings take years to put into practice
Convenience	In just one visit at most locations, members can see their doctor, get lab tests, fill prescriptions, avoiding extra trips and repeating procedures	Multiple visits/trips	Patients must make multiple trips to visit their primary doctor and specialists, get lab tests, and fill prescriptions

Top-performing health plan in Georgia in 25 Effectiveness of Care Measures by NCQA Quality Compass®

- Annual Monitoring for Patients on Persistent Medications—ACE or ARB
- Annual Monitoring for Patients on Persistent Medications—Anticonvulsant
- Annual Monitoring for Patients on Persistent Medications—Digoxin
- Annual Monitoring for Patients on Persistent Medications—Total
- Appropriate Treatment for Children with Pharyngitis
- Appropriate Treatment for Children with Upper Respiratory Infection
- Breast Cancer Screening—Total
- Childhood Immunization Status—Combo 2
- Childhood Immunization Status—Combo 3
- Childhood Immunization Status—Pneumococcal Conjugate
- Childhood Immunization Status—VZV
- Childhood Immunization Status—DtaP
- Childhood Immunization Status—HiB
- Childhood Immunization Status—IPV
- Childhood Immunization Status—MMR
- Chlamydia Screening in Women (Lower Age Stratification)
- Chlamydia Screening in Women (Upper Age Stratification)
- Chlamydia Screening Women—Total
- Cholesterol Management for Patients with Cardiovascular Conditions: LDL-C

Continued on page 5

Quality care helps improve outcomes and keeps employees healthy, at work, and productive. Kaiser Permanente is dedicated to the total health of our members and it shows.

Quality achievement

U.S. News/NCQA America's Best Health Plans 2009-10¹

- Kaiser Permanente Georgia ranked 84 out of 239 commercial HMO competitors in the United States. This is the fifth consecutive year our HMO product has been the top-ranked health plan in Georgia in *U.S. News/NCQA America's Best Health Plans* annual compilation.¹

Excellent Ratings from NCQA

- Kaiser Permanente Georgia holds Excellent accreditation ratings for our HMO and Medicare products.
- Our performance in several key areas contributed to our Excellent accreditation:
 - Cardiovascular Disease
 - Respiratory Health
 - Cancer Screenings
 - Child and Maternal Health
 - Member Satisfaction

Clinical Quality

- Kaiser Permanente Georgia's Clinical Quality Score is the highest in the market. It is 22 percent above the HMO market average and 147% better than the all-plan average.²

Highly qualified practitioners

Unlike most insurance companies, Kaiser Permanente doesn't just provide health insurance; we also provide the care. At the heart of our Signature HMO plans is our medical group—TSPMG. This group of more than 300 physicians provides care exclusively for Kaiser Permanente members. Through the doctors we select, we can better control quality, share the latest medical research, and help your employees stay healthy.

- **Education.** Our doctors come from some of the top medical schools and training programs in the country, including Duke University, Emory University, Harvard University, Johns Hopkins University, Medical College of Georgia, Vanderbilt University, and Yale University.

¹ Kaiser Foundation Health Plan of Georgia, Inc. was the highest ranking health plan in Georgia by *U.S. News/NCQA America's Best Health Plans 2009-2010* (a trademark of *U.S. News & World Report*) for 2005, 2006, 2007, 2008, and 2009.

² Hewitt and Associates' Hewitt Health Value Initiative™ (HHVI) Benchmark Study—Kaiser Foundation Health Plan, Inc., May 2009. To get a copy of the Hewitt Health Value Initiative report for Georgia, contact your Kaiser Permanente representative.

- **Credentialing.** All practitioners in our medical group are reviewed and approved by the Credentials Committee, in accordance with NCQA standards, before they are selected to participate in our medical care program.
- **Board Certification.** Over 93 percent of our medical group practitioners are board certified, compared to approximately 85 percent of physicians nationally.
- **Tenure.** On average, our physicians have been with Kaiser Permanente more than 9 years.

Coordinated approach to care

Unlike other health plans, our doctors, specialists, nurses, pharmacists, and the health plan all work together—a unique approach that allows us to turn research into practice much more quickly than other providers.



Our ability to quickly and efficiently stop the use of this particular medication saved approximately \$110,000 a year in wasteful spending and helped us provide more effective treatment options.

Highly respected hospitals

Your employees have access to some of the most respected hospitals in Atlanta. The core hospitals affiliated with our Signature HMO plans are:

- Northside Hospital
- Piedmont Hospital
- Children’s Healthcare of Atlanta—Scottish Rite

See page 24 for more information on our affiliated hospitals.

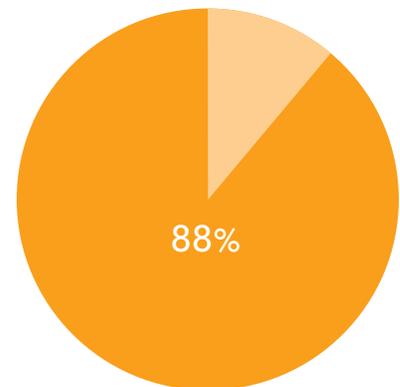
Continued from page 4
Effectiveness of Care Measures

Screening

- Colorectal Cancer Screening
- Comprehensive Diabetes Care—Blood Pressure Control (<130/80)
- Comprehensive Diabetes Care—Blood Pressure Control (<140/90)
- Comprehensive Diabetes Care—LDL-C Screening
- Comprehensive Diabetes Care—Medical Attention for Nephropathy
- Follow-Up After Hospitalization for Mental Illness—30 days

The source for data contained in this publication is Quality Compass® 2009 and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA.

Our members tell the story with an 88 percent member satisfaction rate.



Source: Internal Kaiser Permanente data as of January 2009

Kaiser Permanente Complete Care— an integrated approach to disease management

Many chronic conditions can be effectively managed through preventive care and positive lifestyle changes. Complete Care—our award-winning disease management program—helps ensure that your clients' employees are at their best so high performance is just another day at the office.

Disease Management—included with all plans

Disease management is part of every Kaiser Permanente plan. Employees don't need to opt in, and there are no additional premiums or administrative hurdles. And because it's integrated into our care delivery, your clients' employees have a head start on remaining healthy.





Get chronic conditions under control

All health coverage with us includes routine care as well as preventive Complete Care services for some of the most common chronic conditions that reduce employee quality of life and work productivity.

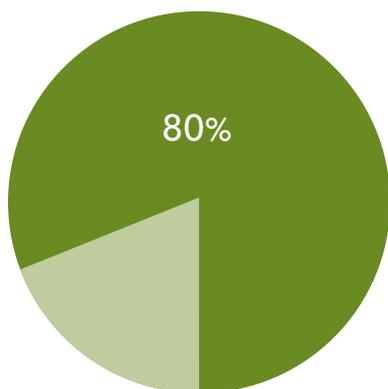
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Cardiovascular disease
- Diabetes
- Depression
- Heart failure

Kaiser Permanente's preventive care coverage encourages greater utilization of service that leads to early disease detection and lower long-term health care costs, while our superior disease management improves the quality of life for patients and reduces the costs associated with absenteeism for employers.

Prevention is key

In 2008, our focus on preventive care encouraged 12,000 members to schedule health screenings, identifying precancerous conditions in 102 members, and diagnosing cancers in 92 additional members.

More than 80 percent of participants rated the HealthMedia® programs as good, very good, or excellent.



Source: Self-reported data from members who completed one or more programs, 2008.

Helping their employees stay healthy pays off for your clients—each healthy employee can reduce their annual health care costs by \$350. For more than 60 years, we've provided preventive care that keeps employees well by emphasizing health screenings, early detection, timely treatment of disease, and extensive opportunities for your clients' employees to learn healthy behaviors.

A wealth of preventive options

Our total health approach helps your clients' employees improve their lifestyles so they can avoid health conditions that lower productivity.

- *Healthy Living* education resources offer plenty of ways to stay healthy and productive—a variety of classes onsite at many of our medical centers, health assessment calculators, printed materials, and even *Healthy Living to Go* podcasts.
- *Customized online HealthMedia® Healthy Lifestyle* programs are available to your clients' employees at no charge through kp.org/healthylifestyles. They include:
 - **HealthMedia® Breathe™**—step-by-step guidance for members who want to quit smoking. Of the members surveyed, 58 percent quit smoking after 6 months.
 - **HealthMedia® Succeed™**—a personalized, interactive total health assessment that can be linked directly to members' personal health record and viewed by their physician.
 - **HealthMedia® Care for Your Health™**—helps manage medical, emotional, and personal issues related to more than 23 chronic conditions. Among members who participated in this program, 76 percent reported being able to better manage their health and 69 percent indicated their health improved after 3 months.
 - **HealthMedia® Relax™**—customized strategies to relieve and prevent stress.
 - **HealthMedia® Balance™**—ways to reach and maintain a healthy weight. Among members surveyed about the weight management program, 56 percent lost weight, 39 percent dropped one point in body mass index, and 30 percent of obese members lost at least 5 percent of their starting body weight.
 - **HealthMedia® Nourish™**—guide to better food choices.



■ **Other Healthy Lifestyle programs include:**

- **HealthMedia®Care™ for Pain**
 - **HealthMedia®Care™ for Diabetes**
 - **HealthMedia®Overcoming™ Depression**
 - **HealthMedia®Overcoming™ Insomnia**
- *Healthy Solutions* provides personal health coaches, by phone, 24 hours a day, 7 days a week. A health coach is a trained health care professional who can provide information on a variety of health issues.
 - *Weight Watchers®* has exciting new weight management options at discounts ranging from 12 percent to 36 percent off regular product rates.*
 - Encourage your clients' employees to join our *10,000 Steps®* program and they can receive a discount on the regular enrollment fee.*
 - *Healthy discounts* on complementary and alternative treatments, such as massage therapy, acupuncture, and chiropractic care and preferred rates on select fitness club memberships.*

*These products and services are provided by entities other than Kaiser Permanente. Some Kaiser Permanente benefit plans include coverage for some of these discounted services. Plan benefits must be used before those discounted services are available. Check your *Evidence of Coverage* for details. Kaiser Permanente disclaims any liability for these discounted products and services.

On the job wellness programs

Healthworks by Kaiser Permanente can help unlock the health potential of your clients' workforce and boost productivity for their business. Healthworks is a health promotion program designed to bring health and wellness right to the workplace.†

healthworks by KAISER PERMANENTE®

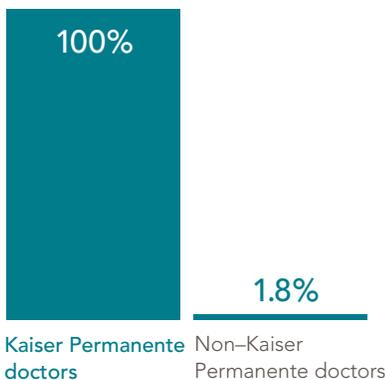
- **Onsite Health Seminars:** Weight Management; Stay Healthy at Work; Smoking Cessation; Stress Reduction; Take Charge of Your Health; Healthy Eating; Back Health; and Healthy Heart
- **Onsite Health Screenings & Prevention:** Body Fat Analysis; Blood Pressure; Random Glucose; Total Cholesterol; Body Mass Index; Skin Cancer; Flu, pneumonia; Vision (Distance); Bone Density; and Back Strength

†Some costs may apply.

Using technology to transform health care

Electronic medical records (EMRs) help prevent errors, encourage collaboration, and support high-quality care. In fact, 90 percent of health care professionals surveyed believe that EMRs will revolutionize care. But less than 2 percent of non-Kaiser Permanente doctors use EMRs.

Electronic medical record use



Source: "Staffing Shortages and Electronic Health Records Top List of Major Concerns for U.S. Hospitals and Health Centers," Pricis, Inc. press release, August 18, 2008.

Tomorrow's technology, today

Health information technology—the link to total health and productivity

While some other health plans and providers are just talking about building an electronic health information system, Kaiser Permanente already uses a highly sophisticated information management system.

Connecting the dots—integration is the difference

Kaiser Permanente HealthConnect™ brings together all aspects of care by linking every member, caregiver, medical office, pharmacy, and laboratory in our system. Our physicians have immediate access to the latest medical information and can quickly communicate with their colleagues. With quick access to vital information integrated into one secure electronic record, KP HealthConnect enhances the way our physicians work together.

- Improves clinical outcomes because physicians have complete knowledge regarding comorbidities, past visits and issues, and recommendations from other clinicians so they're not making care decisions in a vacuum.
- Supports proactive patient care through system alerts that catch abnormal results, negative trends, and potential drug interactions.
- Improves management of chronic conditions by providing recommended treatment guidelines, decision support, and best practices.
- Enables the provision of multiple services in a single visit, reducing the need for additional appointments.
- Reduces duplicate and unnecessary tests and procedures because clinicians have access to complete, up-to-date member information.
- Reduces redundant entries and improves efficiencies because physicians can prescribe medication, order tests, and provide referrals from a single system at the point of service.
- Enhances clinical research because patient data is available in unprecedented quantities, allowing for more complete research and reporting.

My health manager—redefining the house call

A Harris Interactive poll showed that 75 percent of consumers want to schedule health care appointments online—and 74 percent would like to e-mail their doctor.* The vast majority of Americans don't have access to those online services because most providers and carriers don't offer them. With Kaiser Permanente, however, your clients are able to give their employees what they want. Online features for members, including e-mail access to their doctor's office, are part of My Health Manager, which securely connects employees to their health care teams and personal health information.

A market-leading tool for building a healthier, more productive workforce

When busy employees have to take care of personal business, they value convenience over everything else. With My Health Manager on kp.org†, members can link directly to their personal health information so they can easily:

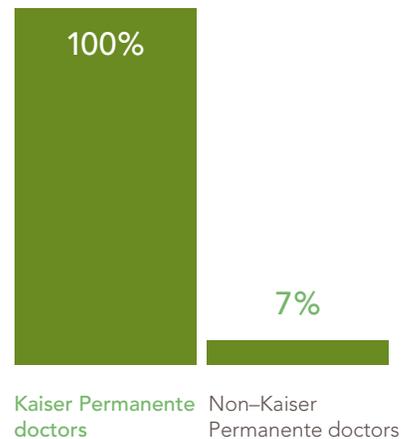
- E-mail their doctor's office
- Refill prescriptions
- View lab results
- Review past office visit information
- Schedule, cancel, view routine appointments
- Act for a family member (children, parents)
- View and print eligibility and benefits information‡
- View referrals
- View claims and claims status‡

Your clients' employees can manage their health on their schedule. At home. On a lunch break. Whenever it's convenient.

Preventing prescription errors

More than 60 percent of the medication errors that occur each year are caused by poor handwriting. Electronic prescribing can prevent these errors—and any resulting harm to patients. Only 7 percent of non-Kaiser Permanente doctors prescribe electronically—compared to 100 percent of our doctors.

Writing prescriptions electronically



Source: "Pharmacies take e-prescription campaign straight to consumers," iHealthBeat, May 8, 2008.

*Source: "Few Patients Use or have Access to Online Services for Communication with their Doctors, but Most Would Like To," Wall Street Journal Online and Harris Interactive poll, September 2006.

†Available to members receiving care/refilling prescriptions at a Kaiser Permanente medical center.

‡Available to any member registered on kp.org.

Kaiser Permanente Named on Fast Company 2010 World's Most Innovative Companies List

Kaiser Permanente has been honored in Fast Company magazine's annual Most Innovative Companies issue as the fifth Most Innovative Health Care Company in the World for its pioneering electronic health record, and for its health care innovation center that develops the future of health care.

Leaving the others behind

The vast majority of other health plans don't offer this level of online consumer engagement. Their systems are usually fragmented and based on claims data, not on information directly entered by a caregiver. It's the difference between seeing that you had a test versus actually viewing the results. At Kaiser Permanente, it's all connected—doctors, pharmacists, and labs. Plus, once members view their personal health record, they can browse kp.org for:

- Online health and wellness programs including help losing weight or quitting smoking
- Healthy Living classes at our medical centers
- Health and drug encyclopedias

My Health Manager sets Kaiser Permanente apart:

	Kaiser Permanente members can	Nonmembers may
Easier refills	Order prescriptions online and have them delivered directly to their home with free shipping—saving time, money, and gas.	Drive to the pharmacy with a handwritten prescription and wait in line while the pharmacy verifies the order of insurance.
Quicker results	View lab test results online as soon as they're available, sometimes as early as the same day.	Have to ask to be sent lab test results, wait for them to arrive, and then compile results from different physicians.
Greater convenience	E-mail their doctor's office with questions, schedule appointments online, and update records.	Leave messages with a receptionist or visit the doctor in person.
Better integration	Check office visit information, pharmacy records, and lab test results.	Have no access to centralized electronic health information.
More effective care	Choose to link their Total Health Assessment results directly to their electronic medical record so they can discuss next steps with their doctor.	Print the results from their health risk assessment, remember to bring it to their next appointment, and hope their doctor has time to read the report and make recommendations.

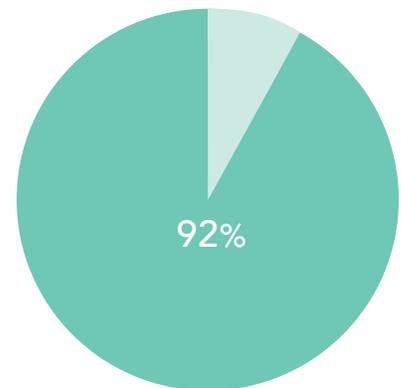
Members are taking control of their health

- More than 2.7 million members have already registered to use secure features on **kp.org**.
- Members sent more than 6 million e-mail messages to their doctor's offices.
- Members viewed 16.7 million lab test results.
- Members refilled more than 5.6 million prescriptions online.
- More than 1 million member visits have been made to the online feature "Past office information." Members can potentially save up to two hours and a copayment by following up on an office visit using online services.

Source: Kaiser Permanente Internet Services Group, KP Internet Metrics 2008 Annual Report, February 2009.



92 percent of surveyed kp.org users would recommend Kaiser Permanente based on their experience with our extensive online tools.



Source: Kaiser Permanente Internet Services Group, KP Internet Metrics 2007 Annual Report, February 2008.

Deductible (Individual/Family)	\$500/\$1,500
Coinsurance Maximum (Individual/Family)	\$2,000/\$6,000
Maximum Benefit while Covered	Unlimited ¹
Coinsurance	Plan pays 80% (after deductible)

Office Services

<ul style="list-style-type: none"> ■ Primary Care (including lab and radiology) ■ Speciality Care (including lab and radiology) ■ High Tech Radiology Services (MRI, CT, PET, others) ■ Preventive Services² ■ Maternity (obstetrician/midwife) 	<ul style="list-style-type: none"> \$25 copay \$35 copay Plan pays 80% Plan pays 100%³ Plan pays 100%³
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Outpatient Services

<ul style="list-style-type: none"> ■ High Tech Radiology Services (MRI, CT, PET, others) ■ Physical and Occupational Therapy—20 visits per Calendar Year ■ Outpatient Hospital or Surgical Facility (including lab and radiology) ■ Physician and Other Professional Charges 	<ul style="list-style-type: none"> Plan pays 80% Plan pays 80% Plan pays 80% Plan pays 80%
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Emergency Services

<ul style="list-style-type: none"> ■ Emergency Room Visit—per visit; copay waived if admitted ■ After-Hours Urgent Care—per visit ■ Ambulance—per trip 	<ul style="list-style-type: none"> \$100 copay \$50 copay \$100 copay
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Inpatient Services

<ul style="list-style-type: none"> ■ Hospital (facility charge)—per admission ■ Physician and Other Professional Charges 	<ul style="list-style-type: none"> Plan pays 80% Plan pays 80%
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Mental Health/Chemical Dependency

<ul style="list-style-type: none"> ■ Outpatient Mental Health—Limited to 20 visits per Calendar Year ■ Inpatient Mental Health Facility—Limited to 30 days per Calendar Year 	<ul style="list-style-type: none"> \$35 copay Plan pays 80%
<ul style="list-style-type: none"> ■ Inpatient Mental Health Professional 	<ul style="list-style-type: none"> Plan pays 80%

Pharmacy Services—Kaiser Permanente Medical Centers—30-day supply

<ul style="list-style-type: none"> ■ Generic Preferred Drugs⁴ ■ Brand Preferred Drugs⁴ ■ Brand Rx Deductible (Not applicable to Generic Drugs) 	<ul style="list-style-type: none"> \$10 copay \$20 copay \$150 single/ \$450 family
<ul style="list-style-type: none"> ■ Benefit Maximum 	<ul style="list-style-type: none"> Unlimited

Other Services

<ul style="list-style-type: none"> ■ DME/Prosthetics and Orthotics ■ Vision Exam 	<ul style="list-style-type: none"> Plan pays 80% \$35 copay
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¹ Some benefits may have limitations.

² Office visit copays may apply. Well-Child Visit: No charge up to age 2.

³ Deductible does not apply.

⁴ Rx Copay Options: 90-day supply of medication through mail order covered at 2 copayments.

Signature Plan E	Signature Plan F	Signature Plan H
<p>\$1,000/\$3,000 \$2,000/\$6,000 Unlimited¹ Plan pays 80% (after deductible)</p>	<p>\$2,000/\$6,000 \$2,000/\$6,000 Unlimited¹ Plan pays 70% (after deductible)</p>	<p>\$3,000/\$9,000 \$2,000/\$6,000 Unlimited¹ Plan pays 70% (after deductible)</p>
<p>\$35 copay \$45 copay Plan pays 80% Plan pays 100%³ Plan pays 100%³</p>	<p>\$40 copay \$50 copay Plan pays 70% Plan pays 100%³ Plan pays 100%³</p>	<p>\$40 copay \$50 copay Plan pays 70% Plan pays 100%³ Plan pays 100%³</p>
<p>Plan pays 80% Plan pays 80% Plan pays 80% Plan pays 80%</p>	<p>Plan pays 70% Plan pays 70% Plan pays 70% Plan pays 70%</p>	<p>Plan pays 70% Plan pays 70% Plan pays 70% Plan pays 70%</p>
<p>\$100 copay \$70 copay \$100 copay</p>	<p>\$150 copay \$80 copay \$150 copay</p>	<p>\$150 copay \$80 copay \$150 copay</p>
<p>Plan pays 80% Plan pays 80%</p>	<p>Plan pays 70% Plan pays 70%</p>	<p>Plan pays 70% Plan pays 70%</p>
<p>\$45 copay Plan pays 80%</p> <p>Plan pays 80%</p>	<p>\$50 copay Plan pays 70%</p> <p>Plan pays 70%</p>	<p>\$50 copay Plan pays 70%</p> <p>Plan pays 70%</p>
<p>\$10 copay \$20 copay \$150 single/ \$450 family Unlimited</p>	<p>\$10 copay \$20 copay \$150 single/ \$450 family Unlimited</p>	<p>\$10 copay \$20 copay \$150 single/ \$450 family Unlimited</p>
<p>Plan pays 80% \$45 copay</p>	<p>Plan pays 70% \$50 copay</p>	<p>Plan pays 70% \$50 copay</p>

This is a summary description and is not intended to replace the Group Agreement, Group Policy, and/or Evidence of Coverage, which contain the complete provisions of this coverage. Some benefits may have specific limitations and/or exclusions.

Our Care Locations



WALTON

For more information

Call the Health Line at
(404) 365-0966,

Member Services at
(404) 261-2590
1-888-865-5813,

or visit
kp.org/facilities

KEY

Medical Centers

New locations planned for 2010

Affiliated After-Hours Care Locations

H Affiliated Hospitals*

h Hospital Care for Ob/Gyn Only*

* The hospital you will be admitted to will be determined by the primary care physician you select.



After-hours Care Centers

Medical centers designated After-hours Care Centers. After-hours Care hours:
Monday – Friday: 8:30 a.m. – 8 p.m.†
Saturday – Sunday: 9 a.m. – 5:30 p.m.
Appointments available on weekends and evenings.

† Glenlake Medical Center hours
Monday-Friday 7:30 a.m.-8 p.m.



Extended Hours

Medical centers that offer extended hours for more convenience. Appointments available on Saturdays and some evenings.



Kaiser Permanente's Diagnostic Center of Excellence, providing Mammography, Ultrasound, and Intravenous Pyleogram.



Kaiser Permanente Alpharetta Medical Center

3550 Preston Ridge Road
Alpharetta, GA 30005

Direction Line: (770) 663-3101

*Hours: Monday, Wednesday, Friday,
8:30 a.m. – 6 p.m.

Tuesday – Thursday,
8:30 a.m. – 7:30 p.m.

Saturday, 9 a.m. – 1 p.m.

Located in the Preston Ridge Business
Park, off Old Milton Parkway near
Georgia 400.

Services available: Pediatrics/ Adolescent
Medicine, Adult Medicine, Ob/Gyn,
Routine Mammography, Pharmacy, Lab,
X-ray, and Health Education



Kaiser Permanente Cascade Medical Center

1175 Cascade Parkway
Atlanta, GA 30311

Direction Line: (404) 505-4001

*Hours: Monday, Wednesday,
8:30 a.m. – 7:30 p.m.

Tuesday, Thursday, Friday,
8:30 a.m. – 6 p.m.

Saturday, 9 a.m. – 1 p.m.

Located on Cascade Parkway off
the Cascade Road exit of I-285.

Services available: Family Medicine, Adult
Medicine, Nutrition, Ob/Gyn, Routine
Mammography, Pediatrics/ Adolescent
Medicine, Pharmacy, Lab, X-ray, and
Health Education



Kaiser Permanente Cumberland Medical Center

2525 Cumberland Parkway
Atlanta, GA 30339

Direction Line: (770) 431-4550

*Hours: Monday, Wednesday, Friday,
8:30 a.m. – 6 p.m.

Tuesday, Thursday,
8:30 a.m. – 7:30 p.m.

Located on Cumberland Parkway near
I-285 and the Paces Ferry Road exit.

Services available:
Adult Medicine, Dermatology,
Infectious Diseases, Behavioral Health,
Nutrition, Ob/Gyn, Oncology, Routine
Mammography, Pediatrics/Adolescent
Medicine, Geriatrics, Psychiatry,
Rheumatology, Pharmacy, Lab,
X-ray, and Health Education



Kaiser Permanente Brookwood at Peachtree Medical Office

1745 Peachtree Road; Suite U
Atlanta, GA 30309

Direction Line: (404) 888-7664

*Hours: Monday – Friday,
7 a.m. – 5 p.m.

Located just south of Piedmont Hospital
on Peachtree Street.

Services available: Adult Medicine,
Maternal Fetal Medicine, Cosmetic
Dermatology (Monday—Wednesday),
Lab, Pharmacy, and Health Education



Kaiser Permanente Crescent Medical Center

200 Crescent Centre Parkway
Tucker, GA 30084

Direction Line: (770) 496-3401

*Hours: Monday, Wednesday,
8:30 a.m. – 7:30 p.m.

Tuesday, Thursday, Friday,
8:30 a.m. – 6 p.m.

Saturday, 9 a.m. – 1 p.m.

Located on Crescent Centre Parkway
off the LaVista Road exit of I-285.

Services available: Adult Medicine,
Dermatology, Behavioral Health,
Endocrinology, Nutrition, Ob/Gyn,
Pediatrics/Adolescent Medicine, Podiatry,
Psychiatry, Radiology, Rheumatology,
Pharmacy, Lab, X-ray, Radiography,
Mammography, CAT scans, MRI,
Ultrasounds, and Health Education



Kaiser Permanente Downtown Decatur Medical Office

201 W. Ponce de Leon Avenue
Suite A

Decatur, GA 30030

Direction Line: (404) 687-7701

*Hours: Monday – Friday,
8:30 a.m. – 5 p.m.

Located in the Artisan Building in
downtown Decatur.

Services available: Adult Medicine,
Pediatrics, Gynecology, Pharmacy,
X-ray, and some Lab Services



**Kaiser Permanente
East Cobb Medical Office**

1205 Johnson Ferry Road
Suite 107
Marietta, GA 30068

Direction Line: (770) 509-4747

*Hours: Monday – Friday,
8:30 a.m. – 5 p.m.

Located in the Woodlawn Square
Shopping Center.

Services available: Adult Medicine,



**Kaiser Permanente
Glenlake Medical Center**

20 Glenlake Parkway
Atlanta, GA 30328

Direction Line: (770) 677-5801

*Hours: Monday – Friday,
7:30 a.m. – 8 p.m.
Saturday, Sunday,
9 a.m. – 5:30 p.m.

Located in the Glenlake office development
at Georgia 400 and Abernathy Road.

Services available: Audiology,
Adult Medicine, Gastroenterology, General
Surgery, Behavioral Health, Breast Care
Center, Neurology, Nutrition, Ob/Gyn,
ENT, Maternal Fetal Medicine, Pediatrics/
Adolescent Medicine, Podiatry, Pulmon-
ology, Urology, Pharmacy, Lab, X-ray,
Radiography, Mammography, CAT scans,
MRI, Ultrasounds, and Health Education



**Kaiser Permanente
Henry Towne Centre Medical
Center**

1125 Towne Centre Village Drive
McDonough, GA 30253

Direction Line: (678) 583-6618

*Hours: Monday – Friday,
8:30 a.m. – 5 p.m.

Located on Towne Centre Village Drive
near I-75 and the Jonesboro Road exit.

Services available: Family Medicine,
(Pediatrics/Adolescent/Adults) Pharmacy,
Lab, X-ray, and Health Education



Pediatrics, Gynecology, Pharmacy,
X-ray, and some Lab Services

**Kaiser Permanente
Forsyth Medical Office**

1400 Northside Forsyth Drive
Suite 350
Cumming, GA 30041

Direction Line: (770) 663-3321

*Hours: Monday – Friday,
8:30 a.m.- 5 p.m.

Located on the third floor of
1400 Northside Forsyth Drive on the
Northside Hospital Forsyth campus.

Services available: Adult Medicine,
Dermatology, Gynecology, Pediatrics/
Adolescent Medicine, Pharmacy, Radiology,
and Some Lab Services



**Kaiser Permanente
Medical Center at Gwinnett**

3650 Steve Reynolds Boulevard
Duluth, GA 30096

Direction Line: (770) 931-6001

*Hours: Monday – Friday,
8:30 a.m – 8 p.m.
Saturday, Sunday,
9 a.m. – 5:30 p.m.

Located at Steve Reynolds Boulevard and
Shackleford Road.

Services available: Adult Medicine,
Dermatology, Behavioral Health, Nutrition,
Ob/Gyn, Routine Mammography,
Pediatrics/ Adolescent Medicine,
Psychiatry, Pharmacy, Lab, X-ray,
Radiography, Mammography, CAT scans,
MRI, Ultrasounds, and Health Education



**Kaiser Permanente
Lawrenceville Medical Office**

455 Philip Blvd., Suite 130
Lawrenceville, GA 30046

Direction Line: (678) 985-5000

*Hours: Monday - Friday
8 a.m. - 5 p.m.

Located off the intersection of Georgia
316 and Duluth Highway 120.

Services available: Adult Medicine,
Gynecology, Pediatrics, Pharmacy, Lab,
and X-ray



Kaiser Permanente Panola Medical Center

5440 Hillandale Drive
Lithonia, GA 30058
Direction Line: (770) 322-2701
*Hours: Monday, Wednesday, Friday,
8:30 a.m. – 6 p.m.
Tuesday, Thursday,
8:30 a.m. – 7:30 p.m.
Saturday, 9 a.m. – 1 p.m.

Located at Panola Road and Hillandale Drive.

Services available: Adult Medicine, Nutrition, Ob/Gyn, Routine Mammography, Pediatrics/Adolescent Medicine, Pharmacy, Lab, X-ray, and Health Education



Kaiser Permanente Stonecrest Medical Center

8011 Mall Parkway
Lithonia, Georgia 30038
Direction Line: (678) 323-7550
*Hours: Monday – Friday,
8:30 a.m. – 5 p.m.

Located off I-20 near Stonecrest Mall.

Services available: Adult Medicine, Gynecology, Pediatrics/Adolescent Medicine, Behavioral Health, Pharmacy, X-ray, Lab Services, and Health Education



Kaiser Permanente TownPark Medical Center

750 TownPark Lane
Kennesaw, GA 30144
Direction Line: (770) 514-5566
*Hours: Monday, Wednesday,
8:30 a.m. – 7:30 p.m.

Tuesday, Thursday, Friday,
8:30 a.m. – 6 p.m.
Saturday, 9 a.m. – 1 p.m.

Located off Chastain Road between I-75 and I-575.

Services available: Adult Medicine, Behavioral Health, Family Medicine, Nutrition, Pediatrics/Adolescent Medicine, Ob/Gyn, Pharmacy, Lab, X-ray, and Health Education



Kaiser Permanente Southwood Medical Center

2400 Mt. Zion Parkway
Jonesboro, GA 30236
Direction Line: (770) 603-3690
*Hours: Monday – Friday,
8:30 a.m. – 8 p.m.
Saturday, Sunday,
9 a.m. – 5:30 p.m.

Located in the Southwood Development near I-75 and the Mt. Zion Boulevard exit.

Services available: Adult Medicine, Infectious Diseases, Behavioral Health, Family Medicine, Neurology, Nutrition, Ob/Gyn, Oncology, Rheumatology, Pediatrics/Adolescent Medicine, Psychiatry, Pulmonology, Surgery, Urology, Pharmacy, Lab, X-ray, and Health Education



Kaiser Permanente Sugar Hill-Buford Medical Center

1435 Broadmoor Boulevard
Sugar Hill, Georgia 30518
Direction Line: (678) 765-5750
*Hours: Monday – Friday,
8:30 a.m. – 5 p.m.

Located off GA 20, just over two miles west of I-985.

Services available: Adult Medicine, Behavioral Health, Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, X-ray, Lab Services, and Health Education



Kaiser Permanente West Cobb Medical Center

3640 Tramore Point Parkway
Austell, GA 30106
Direction Line: (770) 439-4702
*Hours: Monday – Friday,
8:30 a.m. – 5 p.m.

Located just off the East–West Connector in Austell.

Services available: Adult Medicine, Behavioral Health, Pediatrics/Adolescent Medicine, Gynecology, Pharmacy, X-ray, Lab Services, and Health Education

North Cherokee location coming soon!

Medical Centers and After-Hours Care Locations by County

CLAYTON COUNTY

Kaiser Permanente Medical Centers

Southwood Medical Center	2400 Mt. Zion Pkwy Jonesboro 30236	(770) 603-3690	7:30 am-8 pm (M-F) 9 am-9 pm (Sa/Su)
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After-Hours Care Locations

Southwood Medical Center	2400 Mt. Zion Pkwy Jonesboro 30236	(770) 603-3690	7:30 am-8 pm (M-F) 9 am-9 pm (Sa/Su)
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COBB COUNTY

Kaiser Permanente Medical Centers

Cumberland Medical Center	2525 Cumberland Pkwy Atlanta 30339	(770) 431-4550	8:30 am-6 pm (M/W/F) 8:30 am-7:30 pm (T/Th)
East Cobb Medical Office	1205 Johnson Ferry Rd; Suite 107 Marietta 30068	(770) 509-4747	8:30 am-5 pm (M-F)
TownPark Medical Center	750 TownPark Ln Kennesaw 30144	(770) 514-5566	8:30 am-6 pm (M/W) 8:30 am-7:30 pm (T/Th/F) 9 am-1pm (Sa)
West Cobb Medical Center	3640 Tramore Point Pkwy Austell 30106	(770) 439-4702	8:30 am-5 pm (M-F)

After-Hours Care Locations

Children's Imd. Care	2985 George Busbee Pkwy Kennesaw 30144	(404) 250-KIDS	5-9 pm (M-F) 9 am-9 pm (Sa/Su)
Concentra	220 N. Cobb Pkwy; Ste. 400 Marietta 30062	(770) 424-7125	5-8 pm (M-F)
East Cobb Urgent Care	1401 Johnson Ferry Road; Ste. 390 Marietta 30062	(770) 971-5494	9am-8pm (M-TH) 9am-7pm (F-Su)
Northside Urgent Care	1121 Johnson Ferry Rd; Ste. 100 Marietta 30068	(770) 509-1025	5-8 pm (M-Sa) 10 am-8 pm (Su)
Physicians Immediate Med	3540 Cobb Pkwy Acworth 30101	(770) 974-3911	9 am-9 pm (M-Sun)
Physicians Immediate Med	2481 George Busbee Pkwy Kennesaw 30144	(770) 423-0000	9 am-9 pm (M-Sun)

DAWSON COUNTY

After-Hours Care Locations

Physicians Immediate Med	91 Nordson Overlook Rd; Ste 101 Dawsonville 30534	(706) 216-6000	9 am-9 pm (M-Sun)
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Available locations subject to change.
For the most current listings, visit kp.org/facilities.

DEKALB COUNTY

Kaiser Permanente Medical Centers

Crescent Medical Center	200 Crescent Centre Pkwy Tucker 30084	(770) 496-3401	8:30 am-7:30 pm (M/W) 8:30 am-6 pm (T/Th/F) 9 am-1 pm (Sa)
Downtown Decatur Medical Office	201 W. Ponce de Leon Ave; Suite A Decatur 30030	(404) 687-7701	8:30am-5pm (M-F)
Panola Medical Center	5440 Hillandale Dr Lithonia 30058	(770) 322-2701	8:30 am-6 pm (M/W/F) 8:30 am-7:30 pm (T/Th) 9 am-1 pm (Sa)
Stonecrest Medical Center	8011 Mall Pkwy Lithonia 30038	(678) 323-7550	8:30 am-5 pm (M-F)

DOUGLAS COUNTY

After-Hours Care Locations

Physicians Immediate Med	9390 The Landings Dr Douglasville 30135	(770) 847-1112	9 am-9 pm (M-Sun)
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FAYETTE COUNTY

After-Hours Care Locations

Peachtree City Urgent Care	8 Eastbrook Bend; Ste B Peachtree City 30269	(770) 487-2273	5-8 pm (M-F) 10 am-8 pm (Sa) 1-6 pm (Su)
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FORSYTH COUNTY

Kaiser Permanente Medical Centers

Forsyth Medical Office	1400 Northside Forsyth Dr; Suite 350 Cumming 30041	(770) 663-3321	8:30 am-5 pm (M-F)
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After-Hours Care Locations

Northside Urgent Care	11180 State Bridge Rd; # 501 Alpharetta 30022	(770) 754-0788	5-8 pm (M-Sa) 10 am-8 pm (Su)
Northside Urgent Care	5610 Bethelview Rd; # 500 Cumming 30040	(770) 205-2804	5-8 pm (M-Sa) 10 am-8 pm (Su)
Physicians Immediate Med	2575 Peachtree Pkwy Cumming 30041	(770) 888-8777	9 am-9 pm (M-Sun)

FULTON COUNTY

Kaiser Permanente Medical Centers

Alpharetta Medical Center	3550 Preston Ridge Rd Alpharetta 30201	(770) 663-3101	8:30 am-6 pm (M/W/F) 8:30 am-7:30 pm (T/Th) 9 am-1 pm (Sa)
Brookwood at Peachtree Medical Office	1745 Peachtree Rd; Suite U Atlanta 30309	(404) 888-7664	7 am-5 pm (M-F)
Cascade Medical Center	1175 Cascade Pkwy Atlanta 30311	(404) 505-4001	8:30 am-6 pm (M/W/F) 8:30 am-7:30 pm (T/Th) 9 am-1 pm (Sa)
Glenlake Medical Center	20 Glenlake Pkwy Atlanta 30328	(770) 677-5801	7:30 am-8 pm (M-F) 9 am-9 pm (Sa/Su)

Medical Centers and After-Hours Care Locations by County (cont.)

FULTON COUNTY

After-Hours Care Locations

Glenlake Medical Center	20 Glenlake Pkwy Atlanta 30328	(770) 677-5801	7:30 am-8 pm (M-F) 9 am-9 pm (Sa/Su)
Children's Imd. Care	3795 Mansell Road Alpharetta 30022	(404) 250-KIDS	5-9 pm (M-F) 9 am-9 pm (Sa/Su)
Concentra	3580 Atlanta Ave Hapeville 30354	(404) 768-0443	5 pm-Midnight (M-F) 10 am-6 pm (Su)
Concentra	5670 Fulton Industrial Blvd Atlanta 30336	(404) 344-3930	5-8 pm (M-F)
Concentra	688 Spring St Atlanta 30308	(404) 881-1155	5-8 pm (M-F) 10 am-4 pm (Sa/Su)
Physicians Immediate Med	10905 Haynes Bridge Rd Alpharetta 30022	(770) 505-3000	9 am-9 pm (M-Sun)

GWINNETT COUNTY

Kaiser Permanente Medical Centers

Medical Center at Gwinnett	3650 Steve Reynolds Blvd Duluth 30096	(770) 931-6001	7:30 am-8 pm (M-F) 9 am-9 pm (Sa/Su)
Lawrenceville Medical Office	455 Philip Blvd Ste 130 Lawrenceville 30046	(678) 985-5000	8 am-5 pm (M-F)
Sugar Hill-Buford Medical Center	1435 Broadmoor Blvd Sugar Hill 30518	(678) 323-7550	8:30 am-5 pm (M-F)

After-Hours Care Locations

Medical Center at Gwinnett	3650 Steve Reynolds Blvd Duluth 30096	(770) 931-6001	7:30 am-8 pm (M-F) 9 am-9 pm (Sa/Su)
Children's Imd. Care	2660 Satellite Blvd Duluth 30096	(404) 250-KIDS	5-9 pm (M-F) 9 am-9 pm (Sa/Su)
Concentra	755 Lawrenceville Suwanee Rd Ste 1600 Lawrenceville 30043	(770) 995-1500	7:30am-9 pm (M-F) 10am-6 pm (Sa/Su)
Concentra	1905 Beaver Ruin Road, Ste 175 Norcross 30017	(770) 441-0444	8am-9 pm (M-F) 10am-6 pm (Sa/Su)
Concentra	6475 Jimmy Carter Blvd, Ste 200 Norcross 30171	(770) 242-7744	7am-6 pm (M-F)
Gwinnett Urgent Care	1300 Peachtree Industrial Blvd Ste 4101 Suwanee 30024	(770) 831-5525	5-9 pm (M-F) 10 am-6 pm (Sa/Su)
Physicians Immediate Med	3720 Holcomb Bridge Rd Norcross 30092	(770) 263-1000	9 am-9 pm (M-Sun)
Physicians Immediate Med	3425 Buford Dr Buford 30519	(678) 546-0200	9 am-9 pm (M-Sun)
Physicians Immediate Med	3551 Satellite Blvd Duluth 30096	(770) 476-3000	9 am-9 pm (M-Sun)
Premier Immediate Care	2696 Lawrenceville Suwanee Rd. Suite 1600 Suwanee 30043	(678) 376-1300	8am-8pm (M-F) 9am-5 pm (Sa) 12 noon-5pm (Su)

HENRY COUNTY

Kaiser Permanente Medical Centers

Henry Towne Centre Medical Center	1125 Towne Centre Village Dr McDonough 30253	(678) 583-6618	8:30 am-5 pm (M-F)
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After-Hours Care Locations

Children's Imd. Care	2201 Mount Zion Pkwy Morrow 30260	(404) 250-KIDS	5-9 pm (M-F) 9 am-9 pm (Sa/Su)
Concentra	1368 Southlake Professional Plaza Dr Morrow 30260	(678) 422-8824	7:30am-6pm (M-F)

PAULDING COUNTY

After-Hours Care Locations

Physicians Immediate Med	3827 Jimmy Lee Smith Pkwy Hiram 30141	(770) 222-8900	9 am-9 pm (M-Sun)
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Access to Top Hospitals

When a member's care team is led by a primary care physician (PCP) within our medical group, hospital and emergency room costs are nearly \$500 less expensive per member per year when compared with care led by a PCP outside of our medical group.

Source: Kaiser Permanente Georgia paid claims data, 2009

Signature HMO gives members access to inpatient care at three of Atlanta's most well-known, well-respected hospitals: **Northside Hospital, Piedmont Hospital, and Children's Healthcare of Atlanta at Scottish Rite**. These hospitals have an outstanding track record for quality care, evidenced by their recognition by national publications and other groups who rank the country's top health care facilities. Members can receive a comprehensive range of services from leading specialists in everything from heart disease to cancer to a blown-out knee.

As Kaiser Permanente members, employees using these hospitals can also benefit from an unparalleled coordination with their doctors and their health plan. At each of these hospitals, members have access to an onsite Kaiser Permanente hospitalist who can help provide the right care at the right time, helping improve both the quality and efficiency of care.

- Kaiser Permanente hospitalists have access to the patient's electronic medical record to help provide personalized care, prevent allergic reactions to drugs, and avoid duplicate tests.
- Information from the hospital is available in the patient's electronic record so their PCP and other members of their Kaiser Permanente health care team have access during and after treatment.
- Care at the hospital can be coordinated with Kaiser Permanente specialists, clinical pharmacists, care managers and other members of the health care team.

This sharing of information and coordination of care and services helps your employees enjoy seamless, high-quality, and efficient care.





Northside Hospital

Northside Hospital is an award-winning, full service, acute care facility, with particular expertise in Maternity Services, Women's Health, Cancer Care, Surgery and Radiology.

Piedmont Hospital

Piedmont Hospital has earned a reputation for excellence based on more than 100 years of results. The facility offers a wide range of medical, surgical, and diagnostic services—from Cardiac Care to Transplant Services.

Children's Healthcare of Atlanta-Scottish Rite

Children's Healthcare of Atlanta at Scottish Rite has a proven track record of providing world-class care to its patients in more than 30 pediatric specialties—and offers a model for other pediatric hospitals.

In addition to our core hospitals, Signature HMO members also have access to obstetrics and gynecology care at Emory Eastside Medical Center.

Emory Eastside Medical Center

Obstetrics and Gynecology Care Only

Emory Healthcare is the largest and most comprehensive health system in Georgia. Emory Healthcare provides obstetrics and gynecology services for Signature HMO members at Emory Eastside Medical Center. The Women's Care facility includes a labor and delivery unit, a neonatal intensive care unit, and offers high-quality health care to women in all stages of their lives.

Frequently Asked Questions

How are Kaiser Permanente Signature HMO plans different from other Kaiser Permanente plans?

Members enrolled in one of our Signature HMO plans will receive care exclusively through our award-winning medical group—The Southeast Permanente Medical Group (TSPMG). Our medical group includes over 300 providers who practice in our growing number of state-of-the-art medical centers conveniently located throughout the metro-Atlanta area.

Our Signature HMO plan premiums are priced considerably lower than our other plans. Research has shown that it is less expensive to treat members in our medical centers due to our integrated approach to health care. The cost of care decreases even further if members actually live near (3-7 miles)—and receive care at—one of our state-of-the-art facilities. These two factors allow us to offer the Signature HMO plans at a lower premium—saving your clients money and helping stretch their health care dollars.

What services are provided at Kaiser Permanente medical centers?

Members enrolled in our Signature HMO plans can visit their primary care physician, certain specialists, have labs and X-rays done, as well as have their prescriptions filled at our pharmacies—all under one roof at most of our medical centers. With this unique, integrated approach to health care, our doctors can coordinate care closely and efficiently, helping members save time and maintain lower premiums. In addition, members don't need a referral to see any specialist practicing in one of our medical centers.¹

Why should I recommend the Signature HMO plans to my clients?

Now more than ever, your clients are facing tough times and hard decisions. They are looking for ways to both reduce costs and get more productivity from their workforce. With lower premiums, comprehensive coverage, and quality-focused care, our Signature HMO plans can help your clients and their employees stretch their health care dollars. Investing in their employees' health is key to a successful business.

Are benefits sacrificed for lower premiums?

The Signature HMO plans are not catastrophic-only coverage, like many of our competitors offer. These plans include the same rich benefits as our other HMO plans, including:

- Doctor's office visits
- Maternity care
- Hospital stays
- Lab and X-ray services
- Prescription drugs
- Preventive care

In addition, we offer a wealth of value-added benefits that not only help your clients' health care dollars go further, but also help their employees take a more active role in their health. Some of these benefits include:

- Built-in disease management programs
- On the job wellness programs
- Online wellness programs to help employees quit smoking, lose weight, eat better, manage stress, and much more
- E-services such as e-mailing their doctor's office, ordering prescription refills, checking lab results, and making routine appointments securely 24 hours, 7 days a week, through the My Health Manager portion of kp.org

- SelfWise Program includes discounts on healthy lifestyle programs such as Weight Watchers®, LASIK, vision care, health club memberships, and more.

How do the Signature HMO plans compare to consumer driven products currently in the marketplace?

Most consumer driven products are simply cost shifting to the member via high deductible plans. These products usually have high, out-of-pocket, up front costs that often discourage routine care, prevention, and wellness. Our Signature HMO plans encourage routine and preventive care with lower copays and deductibles while providing high-quality, personalized care.

Can Signature HMO plans be offered with other Kaiser Permanente products?

Yes. Small Groups with 6 or more employees can offer Signature HMO along with Multi-Choice plans. Offering both Signature HMO and Multi-Choice to all small group employees will only add a small adjustment to premium rates. If the Multi-Choice option is only for the owner/proprietor, there will be no rate adjustment.

Do members have to go to Kaiser Permanente's medical centers to receive primary care?

Yes. Members in our Signature HMO plans can receive primary care services at any of our growing number of Kaiser Permanente medical centers across metro-Atlanta. Their primary care physician will coordinate any specialty care they may need. By visiting our medical centers, members will enjoy the convenience of being able to see their doctor and get lab, X-ray, and pharmacy services all in the same building at most locations. They can see any medical center specialist without a referral.¹

Do members have to choose a personal physician?

Yes. Upon enrolling in the Signature HMO plans, members will choose their personal physician (also referred to as a Primary Care Physician) from our award-winning medical group—TSPMG—who practice in our medical centers.

How do members know they are receiving quality care from a Kaiser Permanente physician?

Our doctors are well-qualified and adhere to a high standard of care.

- The care our physicians provide helped to make Kaiser Permanente the top-ranked health plan in Georgia five years in a row according to *U.S. News/NCQA America's Best Health Plans*.²
- 93 percent of our doctors are board certified, compared to the national average of 85 percent.
- Our doctors come from some of the top medical schools and training programs in the country including: Duke University, Emory University, Harvard University, Johns Hopkins University, Medical College of Georgia, Vanderbilt University, and Yale University.
- All practitioners in our medical group are reviewed and approved by our Credentials Committee, in accordance with NCQA standards, before they are selected to participate in our medical care program.
- On average, the tenure of our physicians is more than 9 years.
- Our physicians help us maintain our Excellent accreditation ratings from NCQA.

¹ Some specialists may require additional information or a clinical evaluation before they see a member.

² Kaiser Foundation Health Plan of Georgia, Inc. was the highest ranking health plan in Georgia by U.S. News/NCQA America's Best Health Plans 2009-2010 (a trademark of U.S. News & World Report) for 2005, 2006, 2007, 2008, and 2009.

Frequently Asked Questions (cont.)

Where can members find which doctors are available?

Visit our online Medical Staff Directory at kp.org/medicalstaff. Click on “Medical staff directory,” and follow the prompts. We also have a printed Kaiser Permanente Physician Directory for our Signature HMO plans. For a copy, please call us at **(404) 261-2590**.

How much will appointments cost?

The amount paid for appointments will be determined by the plan chosen. If the plan has a copayment or coinsurance, the copayment or a percentage of the cost is due at the time of each visit. Members can refer to their Evidence of Coverage for more information.

Where can members get their prescriptions filled?

Members can fill prescriptions at any of our Kaiser Permanente medical centers. Members can also order prescription refills online at kp.org/rxrefill or by phone at **(770) 434-2008** and have their prescriptions mailed directly to their home—with free shipping and lower copays on mail orders for a 90-day supply. Prescriptions filled in association with an emergency/urgent care event at an external pharmacy during non-Kaiser Permanente medical center pharmacy hours will need to be paid in full and a paper claim filed for reimbursement.

If a member has children away at school, are they covered?

Yes. Members who are temporarily outside of our service area, such as students, are covered.

If a member has a legal dependent attending school in another Kaiser Permanente service area, they can receive visiting member benefits. If their children are not in a Kaiser Permanente service area, they're still covered for emergency and urgent care. They can go to any provider, but if they are admitted to the hospital, they should notify us within 24 hours of their admission, or as soon as reasonably possible.

What if a member needs to be admitted to the hospital?

Kaiser Permanente is affiliated with some of Atlanta's most prestigious hospitals. The member's primary care physician will determine the hospital to which they will be admitted and coordinate that care. The hospital generally used by each physician is listed in the physician directory under their name. The core hospitals affiliated with our Signature HMO plans are: Northside Hospital, Piedmont Hospital, and Children's Healthcare of Atlanta-Scottish Rite.

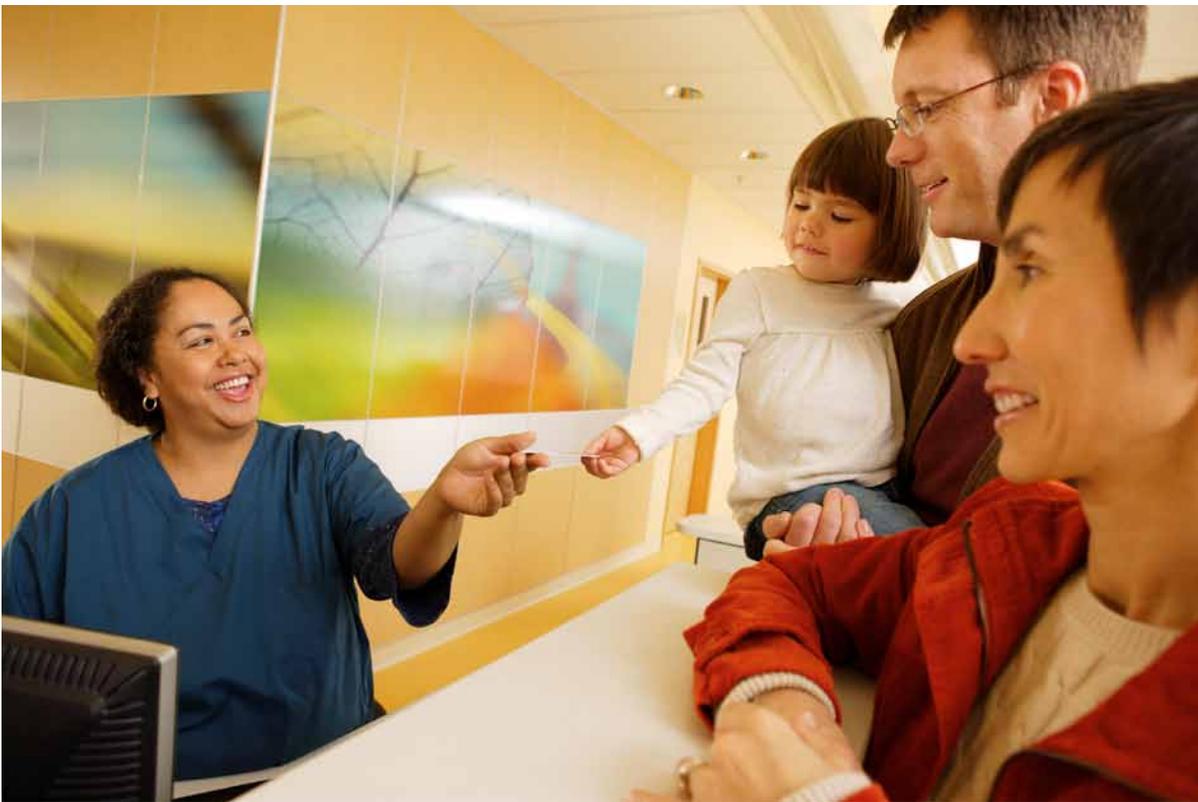
What if a member needs emergency care?

If a member has an emergency, they should call 911 or go to the nearest emergency room. If admitted, the member should notify us within 24 hours of their admission, or as soon as reasonably possible so their personal physician can coordinate all of the necessary care.

What is after-hours care, and where is it provided?

After-hours care is available to members during those times when medical offices are closed and the situation is not critical, but immediate medical attention is needed. After-hours care is a more convenient alternative to hospital emergency rooms.

Kaiser Permanente After-hours Care Centers are available at Glenlake Medical Center, Medical Center at Gwinnett, and Southwood Medical Center. In addition, members can visit Affiliated Community After-hours Urgent Care Centers including Concentra Urgent Care Facilities network, Children's Healthcare of Atlanta locations, and others.



How to reach us

Health Line

To schedule or cancel a non-urgent appointment, speak to an advice nurse, or receive additional information, call our Health Line 24 hours a day, seven days a week.

(404) 365-0966 locally
1-800-611-1811 long distance

(Disponible en Español)

Member Services

Offers assistance with selecting a personal physician; explaining how Kaiser Permanente works; and questions and concerns about eligibility and coverage verification.

Monday-Friday 7 a.m. to 9 p.m.
Saturday and Sunday 8 a.m. to 2 p.m.

(404) 261-2590 locally
1-888-865-5813 long distance

(Disponible en Español)

Pharmacy

Members with a prescription drug benefit can have prescriptions filled at any Kaiser Permanente medical center pharmacy. In addition, two great time-saving options are available when refilling prescriptions previously filled at a Kaiser Permanente medical center pharmacy:

Order online at kp.org/rxrefill, or call the 24-hour Refill Line at **(770) 434-2008**.

Medical Claims

Answers questions about medical bills and provides medical claims for Signature HMO plans.

Monday-Friday 8:30 a.m. to 5 p.m.

(404) 261-2825 locally
1-800-221-2131 long distance

Group Billing

Helps with questions regarding premium billing for groups.

1-866-238-2262

Kaiser Permanente Online

On kp.org/myhealth, members can*:

- E-mail their doctor's office
- View lab test results
- Order prescription refills
- Review after-visit summaries
- View claims and claims status[†]
- Schedule, cancel, and view routine appointments
- Monitor ongoing health conditions
- And much more

*Available to members receiving care/filling prescriptions at a Kaiser Permanente medical center.

[†]Available to any member registered on kp.org.



