

Healthy together

Care and coverage that fits your life

Welcome to care that fits your life

Your doctor, your choice

Choose your doctor based on what's important to you. Go to kp.org/searchdoctors for details about education, specialties, languages spoken, and more. You can also change doctors at any time.

Convenient cost estimates

Get an idea of what you'll pay before you come in for care. For a personalized estimate based on your plan details, visit kp.org/costestimates.

More care options

How you get care is up to you. Choose a phone or video appointment, email your doctor's office with routine questions, or come see us in person.*

Right care, right time

Get the care you need when you need it with routine, specialty, urgent, and emergency care. If you're ever unsure where to go, call us for 24/7 care advice by phone.






Many services under one roof

Do more in less time. In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions – all in a single trip.

*These features are available when you get care at Kaiser Permanente facilities.

Experience the Kaiser Permanente difference

To be healthy, you need quality care that's simple, personalized, and hassle-free. At Kaiser Permanente, care and coverage come together – so you get everything you need to stay on top of your health in one easy-to-use package.

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Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.

Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their chief concern.

Choosing a doctor – your partner in health

We make it easy to find the doctor who's right for you – and you're free to change doctors at any time, for any reason. Having a good relationship is important because your personal doctor is your biggest health advocate. Your physician will coordinate your care journey, and you'll work closely together to make decisions about your health.

Better care with a connected team

Your doctor, nurses, and other specialists all work together to keep you healthy. They're connected to each other, and to you, through your electronic health record. So they know important things about you and your health – like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.

Personalized care for all members

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To deliver care that's sensitive to all cultures, ethnicities, and lifestyles, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of all backgrounds


Through our culturally responsive care programs, we've improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer.*

*Kaiser Permanente improved blood pressure control in our Black/African American members, raised colon cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS® measures are updated quarterly in the interregional CORE Datamart.



Great care, great results


From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



Preventive care to keep you healthy

Preventive care is key to how we practice medicine at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role – your preventive care services are tracked in the system, which triggers automatic reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.



Specialty care when you need it

Preventive care can help keep you healthy, but we're also here for you if you get sick or need specialty care. We have one of the largest multispecialty medical groups in the country, so we can connect you with the right specialist faster. And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care – all combined to help you recover quickly.



Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.



A leader in clinical quality

In 2016, Kaiser Permanente led the nation in 21 effectiveness-of-care measures, including prevention and screening, cardiovascular care, and comprehensive diabetes care.*

Hear care stories from real Kaiser Permanente members at kp.org/carestories.

*Kaiser Permanente 2016 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2016 and is used with the permission of NCQA. Quality Compass 2016 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

Get more from your health plan

Good health goes beyond the doctor's office. That's why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

Tools and resources for good health



Online wellness tools

Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Healthy lifestyle programs

Connect to better health with programs to help you lose weight, quit smoking, reduce stress, and more – all at no cost. Learn more at kp.org/healthylifestyles.



Health classes

Sign up for health classes and support groups at many of our facilities. See what's available near you at kp.org/classes – some may require a fee.



Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at kp.org/wellnesscoach.



Special rates for members

Enjoy reduced rates on products and services that can help you stay healthy – like gym memberships, massage therapy, and more. Explore your options at kp.org/choosehealthy.



Seasonal farmers markets

Enjoy shopping for local produce, fresh flowers, and more at farmers markets hosted at many of our facilities. Learn more and find healthy recipes at kp.org/foodforhealth.

Your care, your way

Get care where, when, and how you want it. With more options to choose from, it's easier to stay on top of your health.

Choose how you connect to care



Email

Email your doctor's office anytime with nonurgent questions. You'll usually get a response within 2 business days – if not sooner.



Video

For some conditions, you can meet face-to-face online with your doctor on your computer, smartphone, or tablet. Learn more at kp.org/mydoctor/videovisits.



Phone

You may be able to save a trip to the doctor's office by having a phone appointment instead. We also offer care guidance and advice by phone 24/7.



In person

Most of our locations have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip.

Manage your health your way



Online

Stay on top of your care at kp.org. Once you're registered, you can view your medical record, refill most prescriptions, schedule routine appointments, and more.



In app

Manage your care anytime, anywhere. Access many of the features on kp.org with the Kaiser Permanente mobile app.* Learn more at kp.org/mobile.

*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments. You can also see different doctors at different locations – whatever works best for you.



Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit kp.org/facilities to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.¹



Getting care anytime, anywhere

Emergency care

If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.²

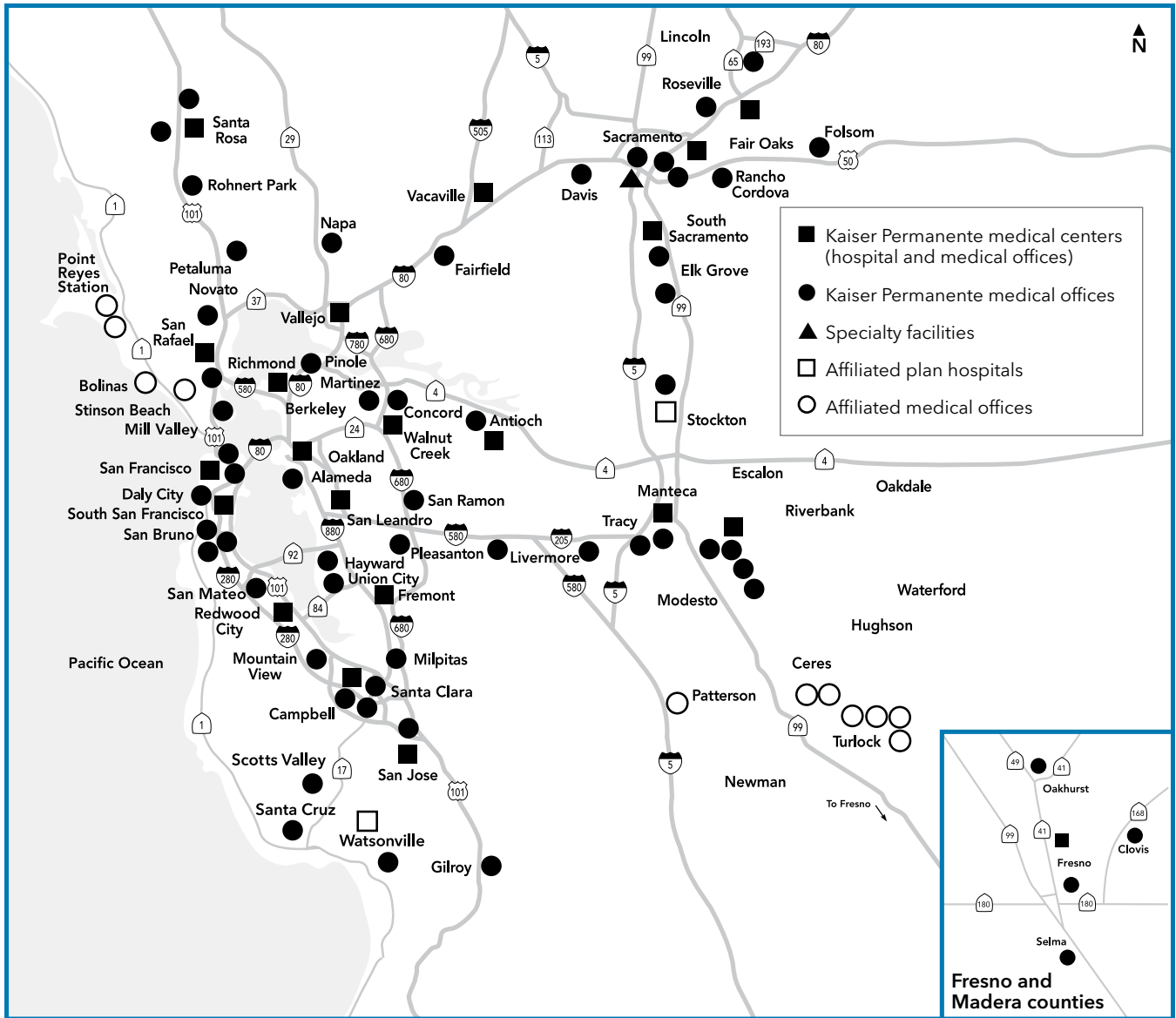
Care away from home

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line at **951-268-3900**³ or visit kp.org/travel.

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

²If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

³This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for land lines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.



Maps not to scale

What's new in Northern California

Skyport Medical Offices:

New medical offices in San Jose with adult and family medicine, pediatrics, ob-gyn, dermatology, and minor injury clinic – scheduled to open spring 2018.

Sacramento Medical Offices:

New medical offices in downtown Sacramento with adult and family medicine, women's health, pediatrics, oncology, radiology, lab, pharmacy, and more – scheduled to open spring 2018.

Santa Rosa Medical Offices:

New medical offices in Santa Rosa with adult and family medicine, pediatrics, women's services, podiatry, and dermatology – scheduled to open spring 2018.

Santa Cruz Medical Offices:

New medical offices in Santa Cruz with internal and family medicine, pediatrics, and ob-gyn. Now open.

Scotts Valley Medical Offices:

New medical offices in Scotts Valley with internal and family medicine, pediatrics, ob-gyn, lab, pharmacy, and more. Now open.

Watsonville Medical Offices:

New medical offices in Watsonville with internal and family medicine, pediatrics, ob-gyn, lab, pharmacy, and more. Now open.

Watsonville Community Hospital:

New plan hospital in Watsonville to offer you additional access to emergency services, labor and delivery, and other hospital services recommended by your doctor.

City	Facility	Address
Alameda County		
Alameda	● Alameda Medical Offices	2417 Central Ave.
Fremont	■ Fremont Medical Center	39400 Paseo Padre Pkwy.
Hayward	● Hayward-Sleepy Hollow Medical Offices	27303 Sleepy Hollow Ave.
Livermore	● Livermore Medical Offices	3000 Las Positas Rd.
Oakland	■ Oakland Medical Center	3600 Broadway
Pleasanton	● Pleasanton Medical Offices	7601 Stoneridge Dr.
San Leandro	■ San Leandro Medical Center	2500 Merced St.
Union City	● Union City Medical Offices	3551 Whipple Rd. 3553 Whipple Rd. 3555 Whipple Rd.
Contra Costa County		
Antioch	■ Antioch Medical Center	4501 Sand Creek Rd.
	● Delta Fair Medical Offices	3400 Delta Fair Blvd.
Martinez	● Martinez Medical Offices	200 Muir Rd.
Pinole	● Pinole Medical Offices	1301 Pinole Valley Rd.
Richmond	■ Richmond Medical Center	901 Nevin Ave.
San Ramon	● San Ramon Medical Offices	2300 Camino Ramon
Walnut Creek	● Park Shadelands Medical Offices	320 Lennon Ln.
	■ Walnut Creek Medical Center	1425 S. Main St.
Fresno County		
Clovis	● Clovis Medical Offices	2071 E. Herndon Ave.
Fresno	● First Street Medical Offices	4785 N. First St.
	■ Fresno Medical Center	7300 N. Fresno St.
Selma	● Selma Medical Offices	2651 Highland Ave.
Madera County		
Oakhurst	● Oakhurst Medical Offices	40595 Westlake Dr.
Marin County		
Bolinas	○ Bolinas Family Practice	88 Mesa Rd.
Mill Valley	● Mill Valley Medical Offices	750 Redwood Hwy., Ste. 1206
Novato	● Novato Medical Offices	97 San Marin Dr.
Point Reyes Station	○ Point Reyes Medical Clinic	3 Sixth St.
	○ West Marin Medical Center	11150 State Rte. 1
San Rafael	■ San Rafael Medical Center	99 Montecillo Rd.
	● Downtown San Rafael Medical Offices - 3rd St.	1033 3rd St.
Stinson Beach	○ Stinson Beach Medical Center	3419 State Rte. 1
Napa County		
Napa	● Napa Medical Offices	3285 Claremont Way 1675 Permanente Way

■ Kaiser Permanente medical centers
(hospital and medical offices)

● Kaiser Permanente medical offices
▲ Specialty facilities

□ Affiliated plan hospitals
○ Affiliated medical offices

City	Facility	Address
Placer County		
Lincoln	● Lincoln Medical Offices	1900 Dresden Dr.
Roseville	■ Roseville Medical Center	1600 Eureka Rd.
	● Roseville Medical Offices - Riverside	1001 Riverside Ave.
Sacramento County		
Elk Grove	● Elk Grove Medical Offices	9201 Big Horn Blvd.
	● Elk Grove Promenade Medical Offices	10305 Promenade Pkwy.
Folsom	● Folsom Medical Offices	2155 Iron Point Rd.
Rancho Cordova	● Rancho Cordova Medical Offices	10725 International Dr.
Sacramento	● Downtown Medical Offices (scheduled to open spring 2018)	501 J St.
	● Fair Oaks Boulevard Medical Offices	2345 Fair Oaks Blvd.
	● Point West Medical Offices	1650 Response Rd.
	■ Sacramento Medical Center	2025 Morse Ave.
	▲ Sports Medicine Center	609 L St.
	■ South Sacramento Medical Center	6600 Bruceville Rd.
San Francisco County		
San Francisco	● French Campus Medical Offices	450 6th Ave. 4131 Geary Blvd. 4141 Geary Blvd.
	● Mission Bay Medical Offices	1600 Owens St.
	■ San Francisco Medical Center	2425 Geary Blvd.
San Joaquin County		
Manteca	■ Manteca Medical Center	1777 W. Yosemite Ave.
	● Manteca Medical Offices	1721 W. Yosemite Ave.
Stockton	● Stockton Medical Offices	7373 West Ln.
	□ St. Joseph's Medical Center	1800 N. California St.
Tracy	● Tracy Medical Offices	2185 W. Grant Line Rd.
San Mateo County		
Daly City	● 2001 DC Station Medical Offices	2001 Junipero Serra Blvd. 6th Floor, Ste. 650
	● Daly City Medical Offices	395 Hickey Blvd.
Redwood City	■ Redwood City Medical Center	1100 Veterans Blvd.
San Bruno	● Bayhill Medical Offices	801 and 851 Traeger Ave.
	● San Bruno Medical Offices	901 El Camino Real
	● Sneath Lane Medical Offices	1001 Sneath Lane, Ste. 204 1011 Sneath Lane, 2nd Floor
San Mateo	● San Mateo Medical Offices	1000 Franklin Pkwy.
South San Francisco	■ South San Francisco Medical Center	1200 El Camino Real
Santa Clara County		
Campbell	● Campbell Medical Offices	200 and 220 E. Hacienda Ave.
Gilroy	● Gilroy Medical Offices	7520 Arroyo Circle

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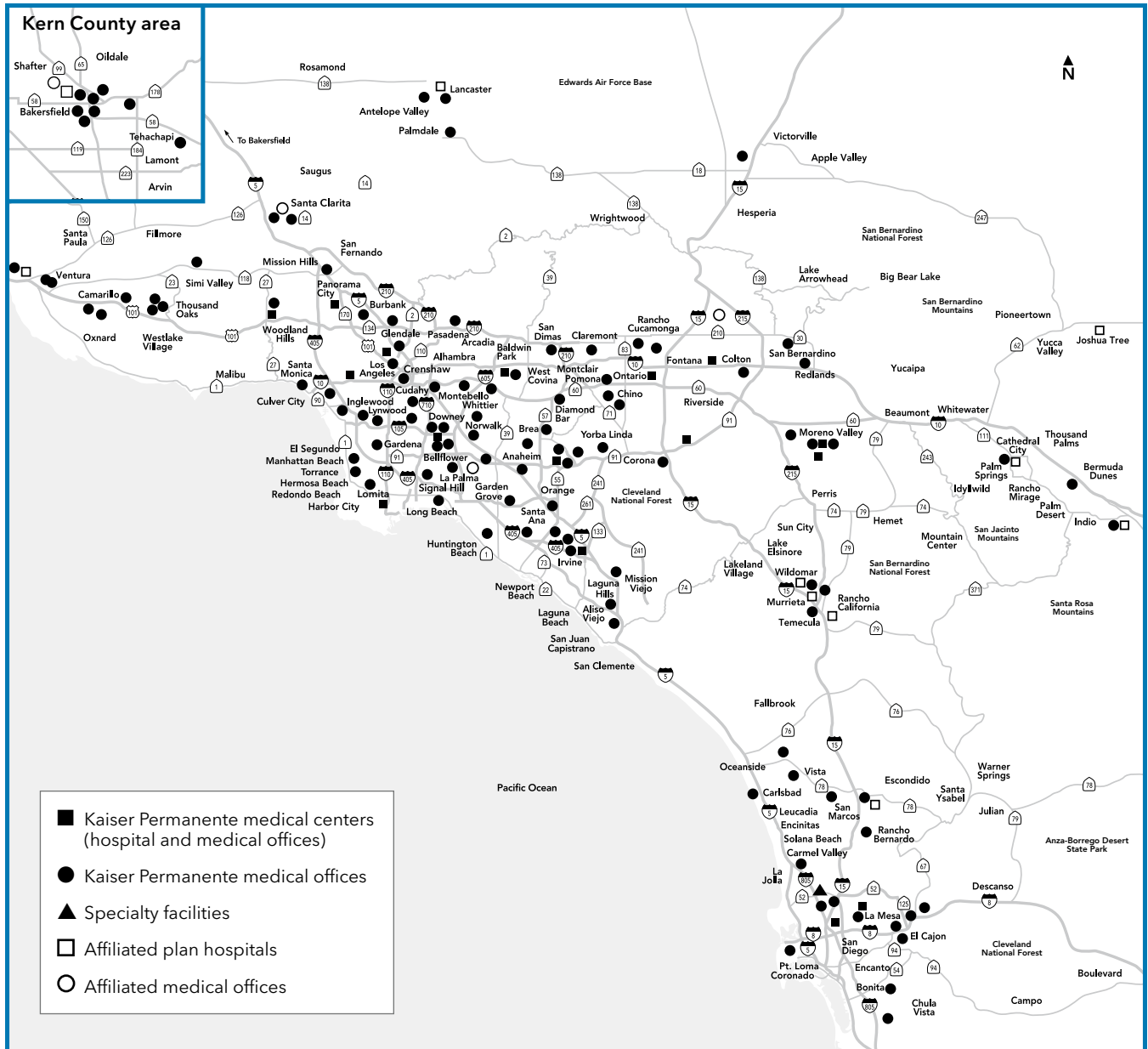
□ Affiliated plan hospitals
○ Affiliated medical offices

City	Facility	Address
Milpitas	● Milpitas Medical Offices	700 and 770 E. Calaveras Blvd. 589 Los Coches St. 611 S. Milpitas Blvd.
Mountain View	● Mountain View Medical Offices	555 Castro St. 565 Castro St.
San Jose	■ San Jose Medical Center	250 Hospital Pkwy.
	● Skyport Medical Offices (scheduled to open spring 2018)	1717 Technology Dr.
Santa Clara	● Santa Clara Arques Medical Offices	1263 E. Arques Ave.
	■ Santa Clara Medical Center	700 Lawrence Expwy.
	● Santa Clara Medical Offices	710 Lawrence Expwy.
Santa Cruz County		
Santa Cruz	● Santa Cruz Medical Offices	115 Locust St.
Scotts Valley	● Scotts Valley Medical Offices	5615 Scotts Valley Dr.
Watsonville	● Watsonville Medical Offices	1931 Main St.
	□ Watsonville Community Hospital	75 Nielson St.
Solano County		
Fairfield	● Fairfield Medical Offices	1550 Gateway Blvd.
Vacaville	■ Vacaville Medical Center	1 Quality Dr.
Vallejo	■ Vallejo Medical Center	975 Sereno Dr.
Sonoma County		
Petaluma	● Petaluma Medical Offices	3900 Lakeville Hwy.
Rohnert Park	● Rohnert Park Medical Offices	5900 State Farm Dr.
Santa Rosa	■ Santa Rosa Medical Center	401 Bicentennial Way
	● Santa Rosa Medical Offices	3925 Old Redwood Hwy. 3975 Old Redwood Hwy.
	● Santa Rosa Medical Offices (scheduled to open spring 2018)	2240 Mercury Way
Stanislaus County		
Modesto	● Bangs Avenue Medical Offices	4125 Bangs Ave.
	● Dale Road Medical Offices	3800 Dale Rd.
	■ Modesto Medical Center	4601 Dale Rd.
	● Modesto Medical Offices	4601 Dale Rd.
	● Standiford Avenue Medical Offices	1320 Standiford Ave.
Patterson	○ First Care Medical Center	101 N. 3rd St.
Turlock	○ Rodney Avilla, DO	2101 Geer Rd., Ste. 303
	○ Jagmohan Bhinder, MD	1860 Colorado Ave.
	○ Maryam Esho, MD	1729 N. Olive Ave., Ste. 7
	○ Nirbhai Hundal, MD	1516 Colorado Ave.
	○ Puliadi Kumar, MD	1110 Delbon Ave.
	○ Turlock Pediatric Medical Group	1100 Delbon Ave.
Yolo County		
Davis	● Davis Medical Offices	1955 Cowell Blvd.

■ Kaiser Permanente medical centers
(hospital and medical offices)

● Kaiser Permanente medical offices
▲ Specialty facilities

□ Affiliated plan hospitals
○ Affiliated medical offices



Maps not to scale

What's new in Southern California

San Diego Medical Center:

New hospital with maternal and child health unit, surgery center, and Emergency Department (our second hospital in San Diego).

Chino Grand Medical Offices:

New medical offices with primary care, optometry center, behavioral health, lab, X-ray, pharmacy, imaging and more – scheduled to open summer 2017.

Ventura Market Street Medical Offices:

New medical offices with ob-gyn, orthopedics, podiatry, oncology, urgent care, lab, radiology, pharmacy, and more – scheduled to open winter 2017.

La Habra Medical Medical Offices:

New medical offices with lab, radiology, pharmacy, pediatrics, and more – scheduled to open summer 2017.

What's new in Southern California (continued)

Viewridge Medical Offices:

New medical offices with outpatient cardiology, genetics, pediatrics, ob-gyn, lab, imaging, and more. Now open.

Santa Clarita Medical Offices 2:

New medical offices with primary and specialty care, urgent care, pharmacy, and 2 outpatient procedural suites – scheduled to open January 2018.

Baldwin Hills-Crenshaw Medical Offices:

New medical offices with primary and specialty care, pediatrics, ob-gyn, X-ray, pharmacy, and more – scheduled to open fall 2017.

Murrieta Medical Offices:

New medical offices with primary and specialty care, ob-gyn, X-ray, pharmacy, urgent care, and more – scheduled to open fall 2017.

City	Facility	Address
Kern County		
Bakersfield	● Central Medical Offices	3733 San Dimas St.
	● Chester Avenue Medical Offices	2531 Chester Ave.
	● Chester Avenue Medical Offices II	2620 Chester Ave.
	● Coffee Road Medical Offices	4801 Coffee Rd.
	● Discovery Plaza Medical and Administrative Offices	1200 Discovery Dr.
	● East Hills Medical Offices	3700 Mall View Rd.
	● Ming Medical Offices	8800 Ming Ave.
	□ San Joaquin Community Hospital – Emergency services*	2615 Chester Ave.
	● Stockdale Medical Offices	3501 Stockdale Hwy.
Tehachapi	● Tehachapi Medical Offices	1100 W. Tehachapi Blvd.
Los Angeles County		
Baldwin Park	■ Baldwin Park Medical Center	1011 Baldwin Park Blvd.
Bellflower	● Bellflower Medical Offices	9400 E. Rosecrans Ave.
	● Rosecrans Medical Offices	9333 E. Rosecrans Ave.
Carson	● Carson Medical Offices	18600 S. Figueroa St.
Cerritos	● Cerritos Medical Offices	10820 E. 183rd St.
City Of Industry	● Crossroads Medical Offices	12801 Crossroads Pkwy. S.
Claremont	● Indian Hill Medical Offices	250 W. San Jose St.
Cudahy	● Cudahy Medical Offices	7825 Atlantic Ave.
Culver City	● Playa Vista Medical Offices	5620 Mesmer Ave.
Diamond Bar	● Diamond Bar Medical Offices	1336 Bridgegate Dr.
	■ Downey Medical Center	9333 E. Imperial Hwy.
	● Garden Medical Offices	9353 E. Imperial Hwy.
Gardena	● Orchard Medical Offices	9449 E. Imperial Hwy.
	● Gardena Medical Offices	15446 S. Western Ave.
Glendale	● Glendale Medical Offices	444 W. Glenoaks Blvd.

*Affiliated plan facilities provide selected inpatient and/or outpatient hospital and emergency services.

■ Kaiser Permanente medical centers (hospital and medical offices)

● Kaiser Permanente medical offices
▲ Specialty facilities

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○ Affiliated medical offices

Locations Southern California

City	Facility	Address
	● Glendale Orange Street Medical Offices	501 N. Orange St.
Harbor City	■ South Bay Medical Center	25825 S. Vermont Ave.
Inglewood	● Inglewood Medical Offices	110 N. La Brea Ave.
Lancaster	□ Antelope Valley Hospital – Emergency services*	1600 W. Avenue J
	● Antelope Valley Medical Offices	615 W. Avenue L
	● Lancaster Medical Offices	43112 N. 15th St. W.
	● Women’s Health Office (Ob-Gyn)	44105 15th St. W.
Lomita	● Lomita Medical Offices	2081 Palos Verdes Dr. North
Long Beach	● Long Beach Medical Offices	3900 E. Pacific Coast Hwy.
Los Angeles	● Baldwin Hills–Crenshaw Medical Offices (scheduled to open fall 2017)	3780 West MLK Blvd.
	● Culver Marina Medical Offices	12001 W. Washington Blvd.
	● Downtown Los Angeles Hope Street Medical Offices	333 S. Hope St.
	● East Los Angeles Medical Offices	5119 E. Pomona Blvd.
	■ Los Angeles Medical Center	4867 W. Sunset Blvd.
	● South Los Angeles Medical Offices	1550 W. Manchester Ave.
	■ West Los Angeles Medical Center	6041 Cadillac Ave.
Lynwood	● Lynwood Medical Offices	3830 Martin Luther King Jr. Blvd.
Manhattan Beach	● Manhattan Beach Medical Offices	400 S. Sepulveda Blvd.
Mission Hills	● Mission Hills Medical Offices	11001 Sepulveda Blvd.
Montebello	● Montebello Medical Offices	1550 Town Center Dr.
North Hollywood	● North Hollywood Medical Offices	5250 Lankershim Blvd.
Norwalk	● Norwalk Medical Offices	12501 E. Imperial Hwy.
Palmdale	● Palmdale Medical Offices	4502 E. Avenue S
Panorama City	■ Panorama City Medical Center	13651 Willard St.
Pasadena	● Pasadena Medical Offices	3280 E. Foothill Blvd.
San Dimas	● San Dimas Medical Offices	1255 W. Arrow Hwy.
Santa Clarita	● Canyon Country Medical Offices	26415 Carl Boyer Dr.
	● Santa Clarita Medical Offices	27107 Tourney Rd.
	● Santa Clarita Medical Offices 2 (scheduled to open early 2018)	36877 Tourney Rd.
Santa Monica	● Santa Monica Medical Offices	1450 10th St., 2nd Floor
Signal Hill	● Signal Hill Medical Offices	845 E. Willow St.
Torrance	● Torrance Medical Offices	20790 Madrona Ave.
West Covina	● West Covina Medical Offices	1249 S. Sunset Ave.
Whittier	● Whittier Medical Offices	12470 E. Whittier Blvd.
Woodland Hills	● Erwin Street Medical Offices	21263 Erwin St.
	■ Woodland Hills Medical Center	5601 De Soto Ave.

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Orange County		
Aliso Viejo	● Aliso Viejo Medical Offices	24502 Pacific Park Dr.
Anaheim	● Anaheim Hills Medical Offices	5475 E. La Palma Ave. Ste. 201
	● Anaheim Kraemer Medical Offices	3430 E. La Palma Ave., Building 2 3460 E. La Palma Ave., Building 1
	● Euclid Medical Offices	1188 N. Euclid St.
	● Lakeview Medical Offices	411 N. Lakeview Ave.
	■ Orange County-Anaheim Medical Center	3440 E. La Palma Ave.
Brea	● Brea Medical Offices	1900 E. Lambert Rd.
Foothill Ranch	● Foothill Ranch Medical Offices	26882 Towne Centre Dr.
Fullerton	○ West Fullerton Target Clinic (care provided by Kaiser Permanente)	1893 W. Malvern Ave.
Garden Grove	● Garden Grove Medical Offices	12100 Euclid St.
Huntington Beach	● Huntington Beach Medical Offices	18081 Beach Blvd.
Irvine	● Alton/Sand Canyon Medical Offices	6650 Alton Pkwy. 6670 Alton Pkwy.
	● Barranca Medical Offices	6 Willard
	■ Orange County-Irvine Medical Center	6640 Alton Pkwy.
La Habra	● La Habra Medical Offices (scheduled to open summer 2017)	601 E. Imperial Hwy.
La Palma	● La Palma Medical Offices	5 Centerpointe Dr.
Mission Viejo	● Mission Viejo Medical Offices	23781 Maquina Ave.
San Juan Capistrano	● San Juan Capistrano Medical Offices	30400 Camino Capistrano
Santa Ana	● Harbor-MacArthur Medical Offices	3401 S. Harbor Blvd.
	● Santa Ana Medical Offices	1900 E. 4th St.
Tustin	● Tustin Ranch Medical Offices	2521 Michelle Dr.
Yorba Linda	● Yorba Linda Medical Offices	22550 Savi Ranch Pkwy.
Riverside County		
Corona	● Corona Medical Offices	2055 Kellogg Ave.
Indio	● Kaiser Permanente Indio Medical Offices	46-900 Monroe St.
	□ John F. Kennedy Memorial Hospital – Emergency services*	47111 Monroe St.
Moreno Valley	● Heacock Medical Offices	12815 Heacock St.
	■ Moreno Valley Medical Center	27300 Iris Ave.
	● Moreno Valley Medical Center – Medical Office Building 2	27200 Iris Ave.
Murrieta	● Murrieta Medical Offices (scheduled to open fall 2017)	28150 Keller Rd.
	□ Rancho Springs Medical Center	25500 Medical Center Dr.

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City	Facility	Address
Palm Desert	● Kaiser Permanente Palm Desert Medical Offices	75-036 Gerald Ford Dr.
Palm Springs	□ Desert Regional Medical Center – Emergency services*	1150 N. Indian Canyon Dr.
	● Kaiser Permanente Palm Springs Medical Offices	1100 N. Palm Canyon Dr., Ste. 208
Riverside	● Meridian Medical Offices	14305 Meridian Pkwy.
	■ Riverside Medical Center	10800 Magnolia Ave.
Temecula	● Temecula Medical Offices	27309 Madison Ave.
	□ Temecula Valley Hospital	31700 Temecula Pkwy.
Wildomar	□ Inland Valley Medical Center	36485 Inland Valley Dr.
	● Wildomar Medical Offices	36450 Inland Valley Dr.
San Bernardino County		
Chino	● Chino Medical Offices	11911 Central Ave.
	● Chino Grand Medical Offices (scheduled to open summer 2017)	3750-70 Grand Ave.
Colton	● Colton Medical Offices	789 E. Cooley Dr.
Fontana	■ Fontana Medical Center	9961 Sierra Ave.
	○ Fontana North Target Clinic (care provided by Kaiser Permanente)	15272 Summit Ave.
Joshua Tree	□ Hi-Desert Medical Center – Emergency services*	6601 White Feather Rd.
Ontario	■ Ontario Medical Center	2295 S. Vineyard Ave.
Rancho Cucamonga	● Rancho Cucamonga Medical Offices	10850 Arrow Rte.
Redlands	● Redlands Medical Offices	1301 California St.
San Bernardino	● San Bernardino Medical Offices	1717 Date Pl.
Upland	● Upland Medical Offices	1183 E. Foothill Blvd.
Victorville	● Victorville Medical Offices	14011 Park Ave.
San Diego County		
Bonita	● Bonita Medical Offices	3955 Bonita Rd.
Carlsbad	● Carlsbad Medical Offices	6860 Avenida Encinas
Carmel Valley	● Carmel Valley Medical Offices	3851 Shaw Ridge Rd.
El Cajon	● Bostonia Medical Offices	1630 E. Main St.
	● El Cajon Medical Offices	250 Travelodge Dr.
Escondido	● Escondido Medical Offices	732 N. Broadway
	□ Palomar Medical Center – Emergency services*	2185 Citracado Pkwy.
La Mesa	● La Mesa Medical Offices	8080 Parkway Dr.
	● Rancho San Diego Medical Offices	3875 Avocado Blvd.
Oceanside	● Oceanside Medical Offices	1302 Rocky Point Dr.

*Affiliated plan facilities provide selected inpatient and/or outpatient hospital and emergency services.

- Kaiser Permanente medical centers (hospital and medical offices)
- Kaiser Permanente medical offices
- ▲ Specialty facilities
- Affiliated plan hospitals
- Affiliated medical offices

City	Facility	Address
San Diego	● Carmel Valley Medical Offices	3851 Shaw Ridge Rd.
	● Clairemont Mesa Medical Offices	7060 Clairemont Mesa Blvd.
	▲ Garfield Specialty Center	5893 Copley Dr.
	● Otay Mesa Medical Offices	4650 Palm Ave. 4660 Palm Ave.
	● Point Loma Medical Offices	3250 Fordham St. 3420 Kenyon St.
	● Rancho Bernardo Medical Offices	17140 Bernardo Center Dr.
	■ San Diego Medical Center	9455 Clairmont Mesa Blvd.
	○ San Diego Mission Valley Target Clinic (care provided by Kaiser Permanente)	1288 Camino Del Rio N.
	● Vandever Medical Offices	4405 Vandever Ave.
	● Viewridge Medical Offices	5251 Viewridge Ct.
	■ Zion Medical Center	4647 Zion Ave.
	San Marcos	● San Marcos Medical Offices
Vista	● Vista Medical Offices	780 Shadowridge Dr.
	○ Vista Target Clinic (care provided by Kaiser Permanente)	1751 University Dr.
Ventura County		
Camarillo	● Camarillo Medical Offices	2620 E. Las Posas Rd.
Oxnard	● Oxnard 2103 East Gonzales Road Medical Offices	2103 E. Gonzales Rd.
	● Oxnard 2200 East Gonzales Road Medical Offices	2200 East Gonzales Rd.
Simi Valley	● Simi Valley Medical Offices	3900 Alamo St.
Thousand Oaks	● 145 Hodencamp Rd Medical Offices	145 Hodencamp Rd.
	● 322 East Thousand Oaks Blvd Medical Offices	322 East Thousand Oaks Blvd.
	● 365 E. Hillcrest Drive Medical Offices	365 E. Hillcrest Dr.
Ventura	□ Community Memorial Hospital of San Buenaventura – Emergency services*	147 N. Brent St.
	● Market Street Medical Offices (scheduled to open winter 2017)	4949 Market St.
	● Ventura 888 South Hill Rd Medical Offices	888 South Hill Rd.
	● Ventura 1000 South Hill Rd Medical Offices	1000 South Hill Rd.
	● Ventura 2601 East Main St Medical Offices	2601 East Main St.

*Affiliated plan facilities provide selected inpatient and/or outpatient hospital and emergency services.

The information in this guide is current as of the date of publication, May 2017. If you have questions about the information in this guide, please contact our Member Service Contact Center at 1-800-464-4000 (TTY 711), 24 hours a day, 7 days a week (closed holidays).

■ Kaiser Permanente medical centers
(hospital and medical offices)

● Kaiser Permanente medical offices
▲ Specialty facilities

□ Affiliated plan hospitals
○ Affiliated medical offices

Notes

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Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. In addition, you may request health plan materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs. For more information, call **1-800-464-4000** (TTY users call **711**).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. A grievance includes a complaint or an appeal. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your *Evidence of Coverage* or *Certificate of Insurance*, or speak with a Member Services representative for the dispute resolution options that apply to you. This is especially important if you are a Medicare, MediCal, MRMIP, MediCal Access, FEHBP, or CalPERS member because you have different dispute resolution options available.

You may submit a grievance in the following ways:

- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to *Your Guidebook* for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to *Your Guidebook* for addresses)
- By calling our Member Service Contact Center toll free at **1-800-464-4000** (TTY users call **711**)
- By completing the grievance form on our website at kp.org

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Kaiser Permanente no discrimina a ninguna persona por su edad, raza, etnia, color, país de origen, antecedentes culturales, ascendencia, religión, sexo, identidad de género, expresión de género, orientación sexual, estado civil, discapacidad física o mental, fuente de pago, información genética, ciudadanía, lengua materna o estado migratorio.

La Central de Llamadas de Servicio a los Miembros (Member Service Contact Center) brinda servicios de asistencia con el idioma las 24 horas del día, los siete días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Además, puede solicitar los materiales del plan de salud traducidos a su idioma, y también los puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades. Para obtener más información, llame al **1-800-788-0616** (los usuarios de la línea TTY deben llamar al **711**).

Una queja es una expresión de inconformidad que manifiesta usted o su representante autorizado a través del proceso de quejas. Una queja incluye una queja formal o una apelación. Por ejemplo, si usted cree que ha sufrido discriminación de nuestra parte, puede presentar una queja. Consulte su *Evidencia de Cobertura (Evidence of Coverage)* o *Certificado de Seguro (Certificate of Insurance)*, o comuníquese con un representante de Servicio a los Miembros (Member Services) para conocer las opciones de resolución de disputas que le corresponden. Esto tiene especial importancia si es miembro de Medicare, MediCal, MRMIP (Major Risk Medical Insurance Program, Programa de Seguro Médico para Riesgos Mayores), MediCal Access, FEHBP (Federal Employees Health Benefits Program, Programa de Beneficios Médicos para los Empleados Federales) o CalPERS ya que dispone de otras opciones para resolver disputas.

Puede presentar una queja de las siguientes maneras:

- completando un formulario de queja o de reclamación/solicitud de beneficios en una oficina de Servicio a los Miembros ubicada en un centro del plan (consulte las direcciones en *Su Guía*)
- enviando por correo su queja por escrito a una oficina de Servicio a los Miembros en un centro del plan (consulte las direcciones en *Su Guía*)
- llamando a la línea telefónica gratuita de la Central de Llamadas de Servicio a los Miembros al **1-800-788-0616** (los usuarios de la línea TTY deben llamar al **711**)
- completando el formulario de queja en nuestro sitio web en **kp.org**

Llame a nuestra Central de Llamadas de Servicio a los Miembros si necesita ayuda para presentar una queja.

Se le informará al coordinador de derechos civiles (Civil Rights Coordinator) de Kaiser Permanente de todas las quejas relacionadas con la discriminación por motivos de raza, color, país de origen, género, edad o discapacidad. También puede comunicarse directamente con el coordinador de derechos civiles de Kaiser Permanente en One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

También puede presentar una queja formal de derechos civiles de forma electrónica ante la Oficina de Derechos Civiles (Office for Civil Rights) en el Departamento de Salud y Servicios Humanos de los Estados Unidos (U. S. Department of Health and Human Services) mediante el portal de quejas formales de la Oficina de Derechos Civiles (Office for Civil Rights), en ocrportal.hhs.gov/ocr/portal/lobby.jsf, o por correo postal o por teléfono a: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (línea TDD). Los formularios de queja formal están disponibles en www.hhs.gov/ocr/office/file/index.html.

Kaiser Permanente禁止以年齡、種族、族裔、膚色、原國籍、文化背景、血統、宗教、性別、性別認同、性別表達方式、性取向、婚姻狀況、生理或心理殘障、支付來源、遺傳資訊、公民身份、主要語言或移民身份為由而對任何人進行歧視。

計劃成員服務聯絡中心提供語言協助服務；每週七天**24**小時晝夜服務（法定節假日除外）。本機構在全部辦公時間內免費為您提供口譯服務，其中包括手語。我們還可為您、您的親屬和朋友提供任何必要的特別補助，以便您使用本機構的設施與服務。此外，您還可請求以您的語言提供健康保險計劃資料之譯本，並可請求採用大號字體或其他版本格式提供此類資料的譯本，藉以滿足您的需求。若需詳細資訊，請致電**1-800-757-7585**（TTY專線使用者請撥**711**）。

冤情申訴係指您或您的授權代表透過冤情申訴程序所表達的不滿陳訴。申訴冤情包括投訴或上訴。例如，如果您認為自己受到本機構的歧視，則可提出冤情申訴。若需瞭解可供您選擇的適用爭議解決方案，請參閱您的《承保範圍說明書》（*Evidence of Coverage*）或《保險證明書》（*Certificate of Insurance*），或者與計劃成員服務代表交談。對於Medicare、MediCal、MRMIP、MediCal Access、FEHBP或CalPERS計劃成員，這尤其重要；原因在於，為這些成員提供的爭議解決方案選擇有所不同。

您可透過以下方式提出冤情申訴：

- 於設在本計劃服務設施的某個計劃成員服務處填妥一份《投訴或保險福利索償/請書》（請參閱您的《通訊地址指南冊》，以便查找相關地址）
- 將您的冤情申訴書郵寄至設在本計劃服務設施的某個計劃成員服務處（請參閱您的《通訊地址指南冊》，以便查找相關地址）
- 免費致電本機構的計劃成員服務聯絡中心，電話號碼是**1-800-757-7585**（TTY專線使用者請撥**711**）
- 在本機構的網站上填妥一份冤情申訴書，網址是**kp.org**

如果您在提交冤情申訴書的過程中需要協助，請致電本機構的計劃成員服務聯絡中心。

涉及種族、膚色、原國籍、性別、年齡或身體殘障歧視的一切冤情申訴都將通告給**Kaiser Permanente**的民權事務協調員（Civil Rights Coordinator）。您也可與**Kaiser Permanente**的民權事務協調員直接聯絡；聯絡地址是 One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612。

您還可以採用電子方式透過民權辦公處（Office for Civil Rights）的投訴入口網站（Civil Rights Complaint Portal）向美國衛生與公共服務部民權辦公處（U.S. Department of Health and Human Services, Office for Civil Rights）提出民權投訴，網址是ocrportal.hhs.gov/ocr/portal/lobby.jsf；或者按照如下聯絡資訊採用郵寄或電話方式聯絡：U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697（TDD專線）。可從網站上下載投訴書，網址是www.hhs.gov/ocr/office/file/index.html。

Language Assistance Services

English: Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

Arabic: خدمات الترجمة الفورية متوفرة لك مجاناً على مدار الساعة كافة أيام الأسبوع. بإمكانك طلب خدمة الترجمة الفورية أو ترجمة وثائق للغتك أو لصيغ أخرى. ما عليك سوى الاتصال بنا على الرقم **1-800-464-4000** على مدار الساعة كافة أيام الأسبوع (مغلق أيام العطلات). لمستخدمي خدمة الهاتف النصي يرجى الاتصال على الرقم (711).

Armenian: Ձեզ կարող է անվճար օգնություն տրամադրվել լեզվի հարցում՝ օրը 24 ժամ, շաբաթը 7 օր: Դուք կարող եք պահանջել բանավոր թարգմանչի ծառայություններ, Ձեր լեզվով թարգմանված կամ այլընտրանքային ձևաչափով պատրաստված նյութեր: Պարզապես զանգահարեք մեզ՝ **1-800-464-4000** հեռախոսահամարով՝ օրը 24 ժամ՝ շաբաթը 7 օր (տոն օրերին փակ է): TTY-ից օգտվողները պետք է զանգահարեն **711**:

Chinese: 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。我們每週 7 天，每天 24 小時均歡迎您打電話 **1-800-757-7585** 前來聯絡（節假日休息）。聽障及語障專線 (TTY) 使用者請撥 **711**。

Farsi: خدمات زبانی در 24 ساعت شبانه روز و 7 روز هفته بدون اخذ هزینه در اختیار شما است. شما می توانید برای خدمات مترجم شفاهی، ترجمه جزوات به زبان شما و یا به صورتهای دیگر درخواست کنید. کفایت در 24 ساعت شبانه روز و 7 روز هفته (به استثنای روزهای تعطیل) با ما به شماره **1-800-464-4000** تماس بگیرید. کاربران TTY با شماره **711** تماس بگیرند.

Hindi: बिना किसी लागत के दुभाषिया सेवाएँ, दिन के 24 घंटे, सप्ताह के सातों दिन उपलब्ध हैं। आप एक दुभाषिये की सेवाओं के लिए, बिना किसी लागत के सामग्रियों को अपनी भाषा में अनुवाद करवाने के लिए, या वैकल्पिक प्रारूपों के लिए अनुरोध कर सकते हैं। बस केवल हमें **1-800-464-4000** पर, दिन के 24 घंटे, सप्ताह के सातों दिन (छुट्टियों वाले दिन बंद रहता है) कॉल करें। TTY उपयोगकर्ता **711** पर कॉल करें।

Hmong: Muajkwc pab txhais lus pub dawb rau koj, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg..Koj thov tau cov kev pab txhais lus, muab cov ntaub ntauv txhais ua koj hom lus, los yog ua lwm hom.Tsuas hu rau **1-800-464-4000**, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg (cov hnuv caiv kaw). Cov neeg siv TTY hu **711**.

Japanese: 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語に翻訳された資料、あるいは資料を別の書式でも依頼できます。お気軽に **1-800-464-4000** までお電話ください（祭日を除き年中無休）。TTY ユーザーは **711** にお電話ください。

Khmer: ជំនួយភាសា គឺមានឥតគិតថ្លៃដល់អ្នកឡើយ 24 ម៉ោង មួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ។ អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែ សំភារៈ ដែលបានបកប្រែទៅជាភាសាខ្មែរ ឬជាទម្រង់ផ្សេងទៀត។ គ្រាន់តែ ទូរស័ព្ទមកយើង តាមលេខ **1-800-464-4000** បាន 24 ម៉ោងមួយ ថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ (បិទថ្ងៃបុណ្យ)។ អ្នកប្រើ TTY ហៅលេខ **711**។

Korean: 요일 및 시간에 관계없이 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하는 통역 서비스, 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 요일 및 시간에 관계없이 **1-800-464-4000** 번으로 전화하십시오 (공휴일 휴무). TTY 사용자 번호 **711**.

Navajo: Saad bee áká'a'ayeed náhóló t'áá jiik'é, naadiin doo bibaa' dji' ahé'e'iikeed tsosts'id yiskáají damoo ná'adleehjí. Atah halne' é áká'adoolwohígíí jókí, t'áadoo le'é t'áá hóhazaadjí hadilyaa'go, éí doodaii' nááná lá a'á'á'adaat'ehígíí bee hádadilyaa'go. Kojí hodiilnih **1-800-464-4000**, naadiin doo bibaa' dji' ahé'e'iikeed tsosts'id yiskáají damoo ná'adleehjí [Dahodiyin biniyé e'e'aahgo éí da'deelkaaló. TTY chodeeyoolínígíí kojí hodiilnih **711**

Punjabi: ਬਿਨਾਂ ਕਿਸੀ ਲਾਗਤ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਦੁਭਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੈ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀ ਮਦਦ ਲਈ, ਸਮੱਗਰੀਆਂ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ, ਜਾਂ ਕਿਸੇ ਵੱਖ ਫਾਰਮੈਟ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। ਬਸ ਸਿਰਫ਼ ਸਾਨੂੰ **1-800-464-4000** ਤੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਫੋਨ ਕਰੋ। TTY ਦਾ ਉਪਯੋਗ ਕਰਨ ਵਾਲੇ **711** 'ਤੇ ਫੋਨ ਕਰਨ।

Russian: Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону **1-800-464-4000**, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру **711**.

Spanish: Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al **1-800-788-0616**, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

Tagalog: May magagamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maaari kang humingi ng mga serbisyo ng tagasalin sa wika, mga babasahin na isinalin sa iyong wika o sa mga alternatibong format. Tawagan lamang kami sa **1-800-464-4000**, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumagamit ng TTY ay maaaring tumawag sa **711**.

Thai: เรามีบริการล่ามฟรีสำหรับคุณตลอด 24 ชั่วโมงทุกวันตลอดชั่วโมงทำการของเราคุณสามารถขอให้ล่ามช่วยตอบคำถามของคุณที่เกี่ยวข้องกับความคุ้มครองการดูแลสุขภาพของเราและคุณยังสามารถขอให้มีการแปลเอกสารเป็นภาษาที่คุณใช้ได้โดยไม่ต้องมีการคิดค่าบริการเพียงโทรหาเราที่หมายเลข **1-800-464-4000** ตลอด 24 ชั่วโมงทุกวัน (ปิดให้บริการในวันหยุดราชการ) ผู้ใช้ TTY โปรดโทรไปที่ **711**

Vietnamese: Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số **1-800-464-4000**, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi **711**.

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- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)

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