



# Out-of-state member coverage

## Care designed to help you thrive

We've got you covered – wherever you go. As a Kaiser Permanente Hawaii member, did you know your benefits include the following?

- Care from any Kaiser Permanente facility throughout the country
- Care for dependent children outside Kaiser Permanente service areas on the mainland
- Emergency and urgent care<sup>1</sup> worldwide

[kp.org/travel](https://kp.org/travel)

<sup>1</sup>You may be covered for medically necessary urgent care when you are temporarily outside of the country if the care can't be delayed until you get back home. Medicaid members are not covered.

<sup>2</sup>The out-of-area dependent child benefits described here are effective upon your 2024 contract renewal. This is a summary of the Kaiser Permanente Hawaii out-of-area dependent child benefit features. Please refer to your 2024 Evidence of Coverage for complete information about coverage, limitations, and exclusions, including those not listed here. The out-of-area dependent child benefit is not available to Medicare, Medicaid (QUEST Integration), and Added Choice plan members. The dependent child may be required to pay for services at the point in time services are received and may need to file a claim for reimbursement by submitting the claim to Health Plan's claims department. See your Evidence of Coverage for details.

<sup>3</sup>MinuteClinic, Concentra Urgent Care, and The Little Clinic payment experiences vary by plan. The Cigna PPO Provider Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. The Cigna PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO Network is available through Cigna's contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

<sup>4</sup>Phone and video virtual visits are when appropriate and available. Members must be registered on [kp.org](https://kp.org) and have a camera-equipped computer or mobile device. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

<sup>5</sup>The Away from Home Travel Line can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. The phone line is closed on major holidays.

## Q&A for Kaiser Permanente Hawaii members traveling out-of-state

### Can I get care at any Kaiser Permanente facility outside Hawaii?

You're covered for certain routine and specialty care, including care for ongoing health conditions, at any of our Kaiser Permanente facilities. Outside of Hawaii, you'll find us in California, Colorado, Georgia, Maryland, Oregon, Virginia, Washington state, and Washington, D.C. Learn more at [kp.org/travel](https://kp.org/travel).

### What coverage is available for out-of-state dependent children in non-Kaiser Permanente service areas?

In addition to initial emergency and urgent care, out-of-area dependent children have coverage for routine primary, specialty, and mental health outpatient office visits; basic lab, imaging, and testing services; and prescription drugs.<sup>2</sup>

Benefit	You pay
Office visits	\$20 copay for the first 10 visits, and 50% of applicable charges for additional visits
Basic lab & imaging	\$10 copay per service for the first 10 visits (combined total for laboratory, imaging and testing), and 50% of applicable charges for additional visits
Testing	20% of applicable charges for the first 10 visits (combined total for laboratory, imaging and testing), and 50% of applicable charges for additional visits
Prescription drugs	20% of applicable charges for the first 10 prescriptions, and 50% of applicable charges for additional prescriptions

### Urgent care in states without Kaiser Permanente

If you need urgent care in a state without Kaiser Permanente, go to the nearest Cigna PPO Network provider, MinuteClinic®, including pharmacies, Concentra Urgent Care, or The Little Clinic, including pharmacies.<sup>3</sup> To find an urgent care provider near you, visit [kp.org/travel](https://kp.org/travel).

### Am I covered for emergency and urgent care worldwide?

Enjoy peace of mind when you're traveling internationally. If you need urgent<sup>1</sup> or emergency care, go to the nearest urgent care facility or hospital. Visit [kp.org/travel](https://kp.org/travel) to learn how to get care, what kind of care is covered, and what to do if you're admitted.

### What should I do before I leave home?

Harness the power of prevention before you leave home. Here's a convenient checklist to help you get ready for your travels:

- Register for [kp.org](https://kp.org).** Email your doctor's office anytime. Go to [kp.org/registernow](https://kp.org/registernow) from a computer and follow the sign-on instructions. Once you're registered, download our mobile app using your smartphone or mobile device.<sup>4</sup> Learn more at [kp.org/mobile](https://kp.org/mobile).
- Catch up on immunizations.** Your doctor can help you get any immunizations you need, including your annual flu shot. Go to [kp.org/appointments](https://kp.org/appointments) and be sure to schedule well in advance of your departure date.
- Stock up on prescriptions.** Remember to pack at least a 3-month supply of maintenance medications. To find out how to refill eligible prescriptions when you're away from home, visit us at [kp.org/travel](https://kp.org/travel) or call **951-268-3900**<sup>5</sup> before you run out.
- Carry your Kaiser Permanente ID card** with you at all times and take this flyer with you as a handy reference.

For more tips to help you stay well while you're away from home, questions about your benefits and out-of-pocket costs, how to get care outside Hawaii, or for medical advice at anytime, visit us at [kp.org/travel](https://kp.org/travel) or call **951-268-3900**,<sup>5</sup> 24 hours a day, 7 days a week.

[kp.org/travel](https://kp.org/travel)