2017 Kaiser Permanente Bridge Program

A Health Care Helping Hand

A community service of Kaiser Foundation Health Plan of Georgia, Inc.
At Kaiser Permanente, we believe that everyone is entitled to high quality health care. We will continue to provide access to affordable health care coverage and services to individuals and families who cannot afford to purchase health insurance and who have no access to public health coverage programs in 2017 and beyond.

The Kaiser Permanente Bridge Program is uniquely designed to help those who are uninsured and income eligible by providing help to pay for a standard Kaiser Permanente for Individuals and Families (KPIF) Plan.

Kaiser Permanente will subsidize the full monthly premium for up to 24 months. Coverage includes preventive services, hospitalization, comprehensive pharmacy, and more.

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Important deadline

Open enrollment ends January 31, 2017. See page 5 for details, and learn about special situations that may allow you to enroll after this date.

Contact a Bridge Program participating community partner to apply.
More information about our participating community partners can be found in the back of this brochure.

All plans offered and underwritten by Kaiser Foundation Health Plan of Georgia, Inc
How Does the Bridge Program Work?

Bridge Program members will receive benefits through the KPIF GA Gold 500/20 plan. If eligibility requirements are met, the approved member will receive assistance with monthly premiums and help to pay out-of-pocket medical expenses such as copayments and coinsurance. Program members do not have any copayments for services received at Kaiser Permanente facilities.

Program Guidelines

Persons interested in the Bridge Program must apply through a participating community partner. The Bridge Program will provide a subsidy for a maximum of 24 months from the effective date of coverage or until 12/31/2018, whichever comes first. When the subsidy expires, members will receive notification of how to continue their Kaiser Permanente coverage at the full premium amount and information about other coverage options.

Target Audiences

The Bridge Program is intended for low-income individuals and families who are not eligible for Medicaid, Medicare, or PeachCare for Kids; and who do not have access to employer-sponsored health care insurance.

Enrollment in the Bridge Program is limited; Kaiser Permanente reserves the right to stop accepting new enrollments at any time without prior notice.

Upon acceptance in the Bridge Program, we may periodically confirm members are still meeting the subsidy eligibility requirements outlined in the Acceptance Award Letter.

Service Area

Before you review the specific plan information, check to make sure you live within our service area. You may be eligible to apply for the Bridge Program if you live in one of the following counties:

- Bartow
- Butts
- Cherokee
- Clayton
- Cobb
- Coweta
- DeKalb
- Douglas
- Fayette
- Forsyth
- Fulton
- Gwinnett
- Henry
- Lamar
- Newton
- Paulding
- Pike
- Rockdale
- Spalding
- Walton
## Bridge Program Highlights

Members in the Bridge Program will receive help with out-of-pocket expenses such as copayments and coinsurance for services provided at Kaiser Permanente medical facilities.

### $0 PREMIUM PER MONTH

<table>
<thead>
<tr>
<th>Gold 500/20 Bridge Program</th>
<th>At our KP Medical Office</th>
<th>Affiliated community providers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Features</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Deductible</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Annual Out-of-Pocket Maximum (Individual/Family)</td>
<td>$6,350/$12,700</td>
<td>$6,350/$12,700</td>
</tr>
<tr>
<td>Lifetime Maximum</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Pharmacy services - 30 day supply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preventive Generic Drugs</td>
<td>$0 copay</td>
<td>$15 When filled at designated community pharmacy</td>
</tr>
<tr>
<td>Preferred Generic Drugs</td>
<td>$0 copay</td>
<td>$20 When filled at designated community pharmacy</td>
</tr>
<tr>
<td>Preferred Brand Drugs</td>
<td>$0 copay</td>
<td>$40 When filled at designated community pharmacy</td>
</tr>
<tr>
<td>Non-preferred Brand Drugs</td>
<td>$0 copay</td>
<td>45% Coinsurance 1</td>
</tr>
<tr>
<td><strong>Office services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Care</td>
<td>$0 copay</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Specialty Care</td>
<td>$0 copay</td>
<td>$40 copay</td>
</tr>
<tr>
<td>Laboratory Services</td>
<td>$0 copay</td>
<td>50% Coinsurance</td>
</tr>
<tr>
<td>Radiology Services</td>
<td>$0 copay</td>
<td>50% Coinsurance</td>
</tr>
<tr>
<td>High Tech Radiology Services (MRI, CT, PET, others)</td>
<td>$0 copay</td>
<td>$250 copay when performed in an outpatient hospital setting</td>
</tr>
<tr>
<td>Preventive Services</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Maternity (pre and postnatal care)</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td><strong>Emergency services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Room Visit–per visit; copay waived if admitted</td>
<td>N/A</td>
<td>$250 copay</td>
</tr>
<tr>
<td>Ambulance–per trip</td>
<td>N/A</td>
<td>$300</td>
</tr>
<tr>
<td>Urgent Care–per visit</td>
<td>$0 copay</td>
<td>$75 copay</td>
</tr>
<tr>
<td><strong>Outpatient services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rehabilitation Therapies–20 visits per calendar year (Physical and Occupational Therapies combined)</td>
<td>N/A</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Outpatient Hospital or Surgical Facility</td>
<td>$0 copay</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td>Physician/ Professional Charges</td>
<td>$0 copay</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td><strong>Inpatient services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital (facility charge)</td>
<td>N/A</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td>Physician/ Professional Charges</td>
<td>N/A</td>
<td>30% Coinsurance</td>
</tr>
<tr>
<td>Maternity (hospital delivery)</td>
<td>N/A</td>
<td>$2000 copay per admission</td>
</tr>
<tr>
<td><strong>Mental health</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Health– Group</td>
<td>$0 copay</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Mental Health Outpatient</td>
<td>$0 copay</td>
<td>$40 copay</td>
</tr>
<tr>
<td><strong>Other services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vision Exam–one exam per year</td>
<td>$0 copay</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Durable Medical Equipment/Prosthetics and Orthotics</td>
<td>$0 copay</td>
<td>50% Coinsurance</td>
</tr>
</tbody>
</table>

1 Annual deductible $250 Individual/$500 Family

This plan summary is intended to highlight only some of the principal provisions of our plans. Please refer to the Evidence of Coverage, available upon acceptance, for more details on your plan or for specific limitations and exclusions. This is a summary description and is not intended to replace your Evidence of Coverage (EOC), which contains the complete provisions, specific limitations and exclusions of this coverage plan.

Some services require preauthorization. Once enrolled, you can access your EOC via kp.org.
Who Is Eligible?

All persons applying to the Bridge Program must meet the requirements outlined below to qualify:

- The applicant must be actively enrolled in a training program with a participating community partner.
- All applicants, and applying dependents, must live in Kaiser Permanente’s metro Atlanta 20-county service area.
- The annual household income for the applicant must be less than the current income guidelines for 100% of the Federal Poverty Level.
- The applicant and all applying dependents cannot be eligible for or enrolled in any other health insurance program including Medicare, Medicaid, PeachCare for Kids, and employer-sponsored health care.
- The applicant must be age 64 or younger, and all child dependents must be younger than 26.
- The applicant and/or applying dependent(s) cannot have been previously enrolled in the Kaiser Permanente Bridge Program.

Simple Steps to Enroll

1. Confirm that you meet all eligibility requirements for the Kaiser Permanente Bridge Program.
2. Choose the KPIF GA Gold 500/20 plan
3. Complete BOTH applications
   Complete an application for the KPIF GA Gold 500/20 plan and the Kaiser Permanente Subsidy Eligibility Form.
4. Sign and review
   Please make sure you have signed everywhere indicated on the application. If your application is missing any information, signatures or documentation this may delay your effective date or cancel your application.
5. Submit
   Submit the KPIF Application for Health Coverage AND the Kaiser Permanente Subsidy Eligibility Form to your participating community partner. Be sure to include all required supporting documents.
When to Enroll in Your Plan

Once you understand why you need health care coverage and whether you qualify for the Bridge Program, the next step is knowing when and how to enroll.

Open enrollment

There’s a deadline to apply for health care coverage. You can apply only between November 1, 2016 and January 31, 2017. This is called the open enrollment period.

To enroll during this open enrollment period, you must make sure we receive your completed applications no later than January 31, 2017.

<table>
<thead>
<tr>
<th>Open enrollment period – November 1, 2016 through January 31, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you want your coverage to start on:</td>
</tr>
<tr>
<td>---------------------------------</td>
</tr>
<tr>
<td>February 1, 2017</td>
</tr>
</tbody>
</table>

Special enrollment

After open enrollment, you can still enroll during special enrollment periods in the case of certain events that change your status. Special enrollment periods last 60 days after any of these events, which may include the following:

- marriage
- birth or adoption of a child
- divorce
- loss of job and employer-sponsored coverage

Please include proof of your special event with your application.

<table>
<thead>
<tr>
<th>Special enrollment period – February 1, 2017 through October 15, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolling outside open enrollment due to a life-changing event</td>
</tr>
<tr>
<td>If you want your coverage to start on:</td>
</tr>
<tr>
<td>---------------------------------</td>
</tr>
<tr>
<td>April 1, 2017</td>
</tr>
<tr>
<td>May 1, 2017</td>
</tr>
<tr>
<td>June 1, 2017</td>
</tr>
<tr>
<td>July 1, 2017</td>
</tr>
<tr>
<td>August 1, 2017</td>
</tr>
<tr>
<td>September 1, 2017</td>
</tr>
<tr>
<td>October 1, 2017</td>
</tr>
<tr>
<td>November 1, 2017</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

1. How do I find out which doctors are available?

Visit our online Medical Staff Directory at kp.org/gaprovder and search for providers within the HMO plan. You may request a printed copy of the directory by calling Member Services at 404-261-2590.

2. What if I need emergency care?

If you think you have a medical emergency—a condition that would put your life, health, limbs, or bodily functions in serious jeopardy—call 911 or go to the nearest hospital Emergency Room (ER).

If you require post stabilization care—including observation and admission—after your emergency medical condition is stabilized, you, a family member, or the hospital must call us at the preauthorization number on the back of your Kaiser Permanente ID card prior to receiving post stabilization care. By calling us, it will allow us to consult with the physician providing your care, and to coordinate further medical care if necessary. If appropriate, we can arrange a transfer to a Kaiser Permanente Affiliated Hospital when your condition permits.

If you do not contact us for prior approval, we will NOT pay any amount for these services and you may be responsible for the full cost of services received.

3. What is considered a medical emergency?

A medical emergency is a condition that puts your life, health, limbs, or bodily functions in serious jeopardy. Keep in mind that if you think your condition is not a medical emergency, a visit to our urgent care locations may be a better option for you.

Kaiser Permanente Urgent Care Centers offer an alternative to the emergency room when your injury or illness needs immediate medical attention but is NOT a medical emergency.

4. When should I visit an urgent care location?

If you think you have an urgent medical need, call us and we may be able to take care of you more quickly, and at a lower cost to you. Your care team at all Kaiser Permanente locations will have access to your electronic medical record.

If you think you may need urgent care, you can call the advice nurse at 404-365-0966. Refer to the Kaiser Permanente Locations section of this brochure for a complete list of Kaiser Permanente and affiliated urgent care facilities. Additionally, provider and facility information can be found online at kp.org/gaprovder.
5. Are there fees associated with this coverage?

Yes, as a member, you might expect to see:

- A $25 “no show” fee if you fail to cancel a scheduled appointment at least 24 hours in advance.
- Out-of-pocket costs such as copayments and coinsurance for services provided outside of Kaiser Permanente medical facilities. Please refer to the Bridge Program highlights on page 3 for a list of covered services and costs.

6. I am a member of the Bridge Program, but my Kaiser Permanente identification card and other materials I’ve received about my membership say that I have copayments. Do I have copayments?

You will not have any copayments/coinsurance for services received at Kaiser Permanente medical facilities. As a member of the Bridge Program, you have been awarded a subsidy.

7. Why is Kaiser Permanente subsidizing the premiums for this program?

As part of our Community Benefit Program, we support initiatives that increase access to health care. The Bridge Program is a demonstration of our commitment to our community’s health. A comparable health plan on the Exchange could cost between $300 and $900 without a subsidy.

8. Want to learn more?

For helpful information about choosing a doctor, getting care, healthy resources, and more, visit kp.org. Or call Member Services at 404-261-2590.

Register on kp.org so you can take advantage of timesaving online features like scheduling appointments, ordering refills, and emailing your doctor.

Choose your own personal doctor online or by calling us at 404-365-0966.

If you have existing prescriptions, we’ll help you get them re-prescribed by a Kaiser Permanente physician online or when you call 404-846-6707.

To learn more about The Kaiser Permanente Bridge Program, visit kpgabridge.org.
Your Partner for Better Health

Get what you need to live well – in one easy-to-use package. Take a look at a few of the features that come with your plan.

The experience …

Your choice of top doctors

You can choose and change your doctor anytime, for any reason. Our doctors are among the best. They love caring for people and aren’t weighed down by a lot of paperwork, so they can focus on you. You can view individual profiles on kp.org.

Personalized care and attention **

You’re at the center of your care. Your doctors, nurses, and specialists, all connected by your electronic health record, work together to help you manage your health.

Everything under one roof

You can do more and drive less because many of our locations include pharmacy, lab, X-ray services, and more.

Online access anytime, anywhere

It’s easy to stay involved in your care. Use your computer or mobile device to email your doctor’s office, schedule routine appointments, view most lab test results, refill most prescriptions, and more.

Lots of healthy extras

Stay at your best with healthy resources like wellness coaching and wellness classes, many of which are offered at no cost.

With Kaiser Permanente*

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

** Some specialists may require a clinical evaluation or additional information before they see you.
Care When You Need It

In addition to the Kaiser Permanente facilities listed on the following pages, our members can receive inpatient care at several affiliated hospitals in Atlanta, including Northside, Piedmont, Gwinnett Medical Center—Lawrenceville, and Scottish Rite. There’s often a Kaiser Permanente doctor or hospitalist on staff at these locations, and your own doctor will always help coordinate your care.

**Emergency care**

When you have a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. Examples include:

- chest pain or pressure
- severe stomach pain that comes on suddenly
- decrease in or loss of consciousness
- severe shortness of breath

If you are experiencing any of these symptoms, call 911 immediately.

**Urgent care**

When you have an urgent medical situation (that isn’t life-threatening), you can rely on:

- The 24/7 Advanced Care Center at our TownPark Comprehensive Medical Center in Kennesaw and our Southwood Comprehensive Medical Center in Jonesboro.
- Kaiser Permanente Urgent Care Center at the Gwinnett Comprehensive Medical Center.
- More than 40 affiliated community urgent care locations.

**Care by phone**

For advice, just call our Health Line. Advice nurses are available to members 24 hours a day at 404-365-0966 (metro Atlanta) or 1-800-611-1811 (other areas).

If you think you have a life-threatening emergency, call 911.

Read more about Kaiser Permanente in Georgia at kp.org/georgia.
Kaiser Permanente Locations

With your choice of quality doctors and convenient locations throughout metro Atlanta, it’s easy to get the care you need. Most locations offer multiple services under one roof – so you can see your doctor, get a lab test or X-ray, and pick up your medications, all without leaving the building.

**Cherokee County**
- **Holly Springs Medical Office**
  - 684 Sixes Rd., Ste. 275
  - Holly Springs, GA 30115
  - Phone: 770-852-2440

**Coweta County**
- **Newnan Medical Office**
  - 203 Newnan Crossing Bypass
  - Newnan, GA 30263
  - Phone: 770-304-4400

**Douglas County**
- **Douglasville Medical Office**
  - 6875 Douglas Blvd., Ste. A
  - Douglasville, GA 30135
  - Phone: 678-838-2225

**Clayton County**
- **Southwood Comprehensive Medical Center**
  - 2400 Mt. Zion Pkwy.
  - Jonesboro, GA 30236
  - Phone: 770-603-3649
- **Southwood Specialty Center**
  - 2470 Mt. Zion Parkway
  - Jonesboro, GA 30236
  - Phone: 770-603-3679

**DeKalb County**
- **Crescent Medical Center**
  - 200 Crescent Centre Pkwy.
  - Tucker, GA 30084
  - Phone: 770-496-3414
- **Downtown Decatur Medical Office**
  - 201 W. Ponce de Leon Ave., Ste. A
  - Decatur, GA 30030
  - Phone: 404-687-7700
- **Panola Medical Center**
  - 5440 Hillandale Dr.
  - Lithonia, GA 30058
  - Phone: 770-322-2777

**Fayette County**
- **Fayette Medical Office**
  - 101 Banks Rd.
  - Fayetteville, GA 30214
  - Phone: 678-610-3700

**Forsyth County**
- **Forsyth Medical Office**
  - 1400 Northside Forsyth Dr., Ste. 350
  - Cumming, GA 30041
  - Phone: 678-455-1407
Our Urgent Care Centers, open evenings and weekends, offer an alternative to the emergency room when your injury or illness needs immediate medical attention but is not a medical emergency. Our Advanced Care Centers offer care for urgent medical needs 24 hours a day, 7 days a week, staffed by our own physicians. For medical emergencies, call 911 immediately.

**Fulton County**

Alpharetta Medical Center  
3550 Preston Ridge Rd.  
Alpharetta, GA 30005  
Phone: 770-663-3110

Brookwood at Peachtree Medical Office  
1745 Peachtree Rd., Ste. U  
Atlanta, GA 30309  
Phone: 404-888-7688

Cascade Medical Center  
1175 Cascade Pkwy.  
Atlanta, GA 30311  
Phone: 404-505-4006

Glenlake Comprehensive Medical Center  
20 Glenlake Pkwy.  
Sandy Springs, GA 30328  
Phone: 770-677-6075

Sandy Springs Medical Office  
1100 Lake Hearn Dr., NE, Ste. 250 & 500  
Sandy Springs, GA 30342  
Phone: 404-845-4500

**Gwinnett County**

Lawrenceville Medical Office  
455 Philip Blvd., Ste. 130  
Lawrenceville, GA 30046  
Phone: 678-985-5000

Gwinnett Comprehensive Medical Center  
3650 Steve Reynolds Blvd.  
Duluth, GA 30096  
Phone: 770-931-6012

Snellville Medical Office  
2240 Fountain Dr.  
Snellville, GA 30078  
Phone: 770-978-5400

Sugar Hill-Buford Medical Center  
1435 Broadmoor Blvd.  
Sugar Hill, GA 30518  
Phone: 678-765-5700

**Henry County**

Henry Towne Centre Medical Center  
1125 Towne Centre Village Dr.  
McDonough, GA 30253  
Phone: 678-583-6000

**Rockdale County**

Conyers Medical Office  
1478 Dogwood Dr.  
Conyers, GA 30013  
Phone: 678-413-4320

See our facility map on the back cover of this brochure to find locations near you.
Community Partner Training Requirements

All community partners must implement a training program requirement as criteria for applying for the Bridge Program.

Atlanta Children’s Shelter

Applicants must be a current client of Atlanta Children’s Shelter and actively enrolled in their training program. ACS is dedicated to helping families overcome the issues that contribute to homelessness, including domestic violence and job loss. The Atlanta Children's Shelter focuses on the long term self-sufficiency of the family through job skills training, emotional support, and child care.

Atlanta Regional Workforce Board (ARWB) Career Resource Centers

- Cherokee Career Resource Center
- Clayton Career Resource Center
- Gwinnett Career Resource Center
- Douglas Career Resource Center (satellite office of Gwinnett)
- Rockdale Career Resource center (satellite office of Gwinnett)
- Gwinnett Technical College WIOA

Individual participants must be engaged in approved training; having met the eligibility guidelines and the entrance requirements for their training course and been accepted by the training vendor they have chosen from the Georgia Eligible Provider List. Students currently enrolled at Gwinnett Technical College can apply through the Gwinnett Tech WIOA Office. Training through ARWB is provided for residents who live in, or have been laid off from their jobs in, Cherokee, Clayton, Douglas, Fayette, Gwinnett, Henry, and Rockdale counties.

C4 Atlanta

The Applicant must be a current individual member of C4 Atlanta. Eligible C4 Atlanta members must have completed an approved business training course for artists. Professional development class schedule can be found online at c4atlanta.org/bridge.

Chattahoochee Technical College*

Open only to students accepted into and actively enrolled in:

- Practical Nursing Diploma
- Associate of Science in Nursing
- Physical Therapy Assistant Associate of Applied Science Degree
- Medical Assisting Diploma
- Radiography Associate of Applied Science Degree
- Occupational Therapy Assistant Associate of Applied Science
- Surgical Technology Diploma
- Clinical Laboratory Technology Associate of Applied Science Degree
- Health Information Technology Associate of Applied Science Degree
- Medical Administrative Assistant Diploma
- Paramedicine Degree

*Certificate programs not eligible for the Bridge Program.
**Clayton State University**
The applicant must be enrolled as an undergraduate Clayton State University student in one of these programs:
- Bachelor of Science in Nursing (accepted into the nursing program, not pre-nursing students)
- Bachelor of Science in Dental Hygiene (accepted into the dental hygiene program, not pre-dental hygiene students)
- Bachelor of Science in Health Care Management
- Bachelor of Science in Health and Fitness Management

**CobbWorks, Inc.**
Offered to customers currently engaged in an approved training program. Customers may apply during application/eligibility process to obtain training services; but, will not be accepted until their training file has been approved and the minimum attendance requirements for training have been met.

**DeKalb Workforce Development**
The Kaiser Bridge Program services are offered to customers who are active participants in an approved training program in the Employment and Training or Youth Units. Customers are eligible to receive benefits upon acceptance into one of the stated programs. Customers must maintain consistent attendance in required activities and be on track meeting identified goals in his/her customer service plan.

**East Lake Foundation**
Open to current residents living in The Villages of East Lake who are actively participating in one or more services offered by East Lake Foundation Resident & Community Support Program.

**First African Community Development Corporation**
Open to current students enrolled in one of the four degree programs at the Interdenominational Theological Center.

**Fulton County Office of Workforce Development**
The Workforce Investment Act participant is required to complete at least one (1) FDIC Money Smart training module (the “Money Matters” module is required) as well as participate in one (1) additional workshop offered by the Career Centers. Program participants are also required to complete the Georgia Work Ready Work Keys assessment and the GCIS SKILLS assessment.

**Georgia Perimeter College**
Only Nursing students are eligible.
Georgia State University
Applicants must be enrolled in one of the following programs*:
- Nursing
- Nutrition
- Respiratory Therapy
- Physical Therapy
- Social Work
- Public Health

*Pre-majors in Nursing, Nutrition and Respiratory Therapy are not eligible to apply.

North Fulton Community Charities
Must reside in Fulton zip code: 30004, 30005, 30009, 30075, 30076, 30097, or 30022. Applicant is required to complete both courses, Money Matters, and Job Coaching.

Ser Familia
Available to people that have completed or that are currently participating in one of the organization’s programs and that have also completed the “Financial Literacy” module. All programs are presented in Spanish.

Multi-Agency Alliance for Children, Inc. (MAAC)
The Applicant must currently be in foster care or have a history of being in foster care. Applicant must be enrolled in the MAAC Leadership & Advocacy course AND receiving an ILP Certificate for Financial Literacy. The certificate must be dated within the prior 6 months.

New Hope Enterprises
Offered to accepted students who participate in 4 weeks of STRIVE (job readiness workshop) and 4 or more weeks of hands-on job training for Certified Nurse Assistant (CNA) and Computer certifications.

Ser Familia
Available to people that have completed or that are currently participating in one of the organization’s programs and that have also completed the “Financial Literacy” module. All programs are presented in Spanish.

The Center for Working Families, Inc.
Open to current participants who are actively enrolled in one or more training programs offered at TCWFI.

Year Up Atlanta
Offered to currently enrolled students and alums who are actively utilizing Student Services, Career, Internship, and Alumni Services or Training Services and who meet eligibility after being screened through the Student Services Department.

Zion Hill Community Development Corporation
Clients are required to complete two (2) workshops of their choice and attend a one-on-one session to complete the program application.

Nicholas House
Open to current participants who are actively enrolled in one or more training programs offered at Nicholas House.
Community Partner Locations

**Fulton County**

**Atlanta Children’s Shelter**
607 Peachtree Street, NE
Atlanta, GA 30308
Phone: (404) 892-3713

**Atlanta Regional Workforce Development Board**
40 Courtland Street, NE
Atlanta, GA 30303
Phone: (404) 463-3100

**C4 Atlanta**
115 Martin Luther King Jr Drive, SW #225
Atlanta, GA 30303
Phone: (404) 969-2787

**First African Community Development Corporation**
5197 Salem Road
Lithonia, GA 30058
Phone: (404) 593-5981

**Fulton County Office of Workforce Development**
3700 Martin L. King Jr. Drive, SW
Atlanta, Georgia 30331
Phone: (404) 613-6381

**Georgia State University**
140 Decatur Street, 8th Floor
Atlanta GA, 30302
Phone: (404) 413-1000

**Multi-Agency Alliance for Children**
225 Peachtree Street NE, Suite 900
Atlanta, GA 30303
Phone: (404) 880-9323

**New Hope Enterprises**
810 Joseph E Boone Blvd, NW
Atlanta, GA 30314
Phone: (404) 671-3560

**Nicholas House**
830 Boulevard, SE
Atlanta, GA 30312
Phone: (404) 622-0793

**North Fulton Community Charities**
11270 Elkins Road
Roswell, GA 30076
Phone: (770) 640-0399

**The Center for Working Families**
477 Windsor Street, Suite 101
Atlanta, GA 30312
Phone: (404) 223-3303

**Year Up Atlanta**
730 Peachtree Street, NE
Atlanta, GA 30308
Phone: (404) 249-0300

**Zion Hill Community Development Corporation**
2741 Bayard Street
East Point, GA 30344
Phone: (404) 766-3141

**Bartow County**

**Chattahoochee Technical College**
5198 Ross Road
Acworth, GA, 30101
Phone: (770) 975-4102

**Cherokee County**

**Cherokee Career Resource Center**
1645 Bluffs Parkway, Room A-202
Canton, GA 30144
Phone: (770) 345-1098

**Ser Familia**
209 North Ridge Drive
Acworth, GA 30101
Phone: (678) 363-3079

**Cobb County**

**CobbWorks! Workforce Investment Act**
463 Commerce Park Drive, SE
Marietta, GA 30060
Phone: (770) 528-4300

**Clayton County**

**Clayton Career Resource Center**
3000 Corporate Center Drive
Morrow, GA, 30260
Phone: (770) 960-2172

**Clayton State University**
2000 Clayton State Boulevard
Morrow, GA 30260
Phone: (678) 466-4901

**DeKalb County**

**DeKalb Workforce Development**
774 Jordan Lane
Decatur, GA 30033
Phone: (404) 687-3400

**East Lake Foundation**
2606 Alston Drive, SE
Atlanta GA 30317
Phone: (404) 373-4351

**Georgia Perimeter College**
555 North Indian Creek Drive
Clarkston, GA 30021
Phone: (678) 891-3870

**Douglas County**

**Douglas Career Resource Centers**
895 Club Drive
Douglasville, GA 30134
Phone: (770) 920-4104

**Gwinnett County**

**Gwinnett Career Resource Center**
3885 Crestwood Parkway, Suite 200
Duluth, GA 30096
Phone: (770) 806-2020

**Gwinnett Technical College WIOA**
5150 Sugarloaf Parkway
Lawrenceville, GA 30043
Phone: (678) 226-6664

**Rockdale County**

**Rockdale Career Resource Center**
1400 Parker Road, Lobby B
Conyers, GA 30094
Phone: (770) 806-2020
Important Details and Notices

About your coverage

Before you review the specific plan information, check to make sure you live within our service area. You’re eligible to apply for KPIF coverage if you live in one of the following counties:

- Bartow
- Butts
- Cherokee
- Clayton
- Cobb
- Coweta
- DeKalb
- Douglas
- Fayette
- Forsyth
- Fulton
- Gwinnett
- Henry
- Lamar
- Newton
- Paulding
- Pike
- Rockdale
- Spalding
- Walton

Once you are enrolled, you can enjoy the benefits of KPIF until you choose to leave the plan, regardless of health. However, please note that coverage can end for failure to pay premiums when due or for intentional misrepresentation of important information on your application.

When you turn 65 or become eligible for Medicare, you have the option to apply for our Senior Advantage plan. You can ask about our coverage for Medicare-eligible members by calling toll free 1-800-232-4404.

If you have any questions or would like more information, call our Call Center at 1-800-494-5314 or check out the KPIF website at buykp.org.

Drug formulary

Kaiser Permanente uses a drug formulary for our HMO and HSA Option plans. Our drug formulary is a continually updated list of medications that are determined to be safe and effective. Use of formulary drugs enables us to provide quality care at a reasonable cost.

If you request a nonformulary drug, you will be responsible for the full cost of that drug, unless there is a clear medical reason to use it rather than the similar formulary drug. In specific cases, such as allergy to the formulary alternative, your physician may request an exception for coverage of a nonformulary drug at your regular pharmacy copay. Certain prescriptions require expert review before they can be dispensed.

If you have any questions about the formulary, call 1-800-611-1811 (toll free).

Preauthorization

When you need to obtain preauthorization for covered services or have a question about whether a service requires preauthorization, please contact Kaiser Permanente Quality Resource Management at 404-364-7320 or 1-800-221-2412 (TTY/TDD 711).

At Kaiser Permanente, the Utilization Management Program works with participating providers to plan, organize, and deliver quality health care services by ensuring these services are medically appropriate, medically necessary, and provided in a cost-effective manner. Some services require preauthorization by the Utilization Management Program.
Examples include, but are not limited to:
- All inpatient admissions excluding emergencies
- Elective inpatient admissions
- Outpatient surgery
- Specialized services such as home health, medical supplies/equipment, and hospice care
- Skilled nursing and acute rehabilitation facilities
- Certain behavioral health services and/or chemical dependency treatment

Failure to obtain preauthorization may result in penalties against your benefit payment, or we may deny all or part of your claim. In the event any service is denied because it does not meet criteria, you may request an appeal.

Kaiser Permanente does not use financial incentives to encourage barriers to care and service. Decisions involving utilization management are based only on appropriateness of care and service, and existence of coverage under the member’s benefit plan. Kaiser Permanente does not reward practitioners or other individuals conducting utilization review for issuing denials of coverage or service, and does not use financial incentives that encourage decisions that result in underutilization.

Kaiser Permanente is prohibited from making decisions regarding hiring, promoting, or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits.

Exclusions
As with all health plans, there are some exclusions. The following services are excluded from all coverage. (Please note that this is a summary—for a complete list, refer to the Evidence of Coverage).
- Services that an employer or any government agency is responsible to provide, including workers’ compensation
- Custodial care or care in an intermediate care facility
- Services provided or arranged by criminal justice institutions or mental health institutions for members in the custody of law enforcement officers if you are confined in the institution, except for emergency services
- Cosmetic services (including drugs and injectables)
- Cord blood procurement and storage for possible future need or for a yet-to-be determined member recipient
- Physical examinations required for obtaining or maintaining employment or participation in employee programs, or insurance or government licensing
- Orthoptics (eye exercises)
- Services and drugs related to the treatment of obesity
- Routine foot care services
- All services and drugs related to sexual reassignment surgery
- Cost of semen and eggs
Services for conception by artificial means, including infertility drugs
Reversal of voluntary infertility
Nonhuman and artificial organs and their implantation
Court-ordered services
Testing for ability, aptitude, intelligence, or interest
Corrective shoes and orthotic foot supports and inserts
More than one device for the same part of the body or same function
Replacement of lost devices
Electronic monitors of bodily functions (except infant apnea monitors and blood glucose monitors)
Devices to perform medical testing of body fluids, excretions, or substances
Devices not medical in nature
Convenience, comfort, or luxury items
Reconstructive surgery following removal of breast implants that were inserted for cosmetic reasons
Drugs for the treatment of sexual dysfunction disorders
Most disposable supplies

Who provides the coverage
HMO and HSA Option plans are provided by Kaiser Foundation Health of Georgia, Inc.

This is only a summary
This is a summary description and is not intended to replace your Individual Agreement or Evidence of Coverage, which contain the complete provisions of this coverage. If you have questions or need additional information, please call 404-261-2590.

For more information
Have a question that’s not answered in this information kit? Just contact our Call Center at 1-800-494-5314 or check out our website at kpgabridge.org.

Privacy practices
For more information about our privacy practices, visit kp.org/privacy and click on “Notice of Privacy Practices.”
Notes
Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call the number provided below.

Georgia 1-888-865-5813
TTY 711

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Kaiser Civil Rights Coordinator:

Nine Piedmont Center
3495 Piedmont Road, NE
Atlanta, GA 30305-1736
1-888-865-5813

You can file a grievance by mail or phone. If you need help filing a grievance, the Kaiser Civil Rights Coordinator is available to help you. 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: https://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, DC 20201
1-800-868-1019
1-800-537-7697 (TTD)

Complaint forms are available at: http://www.hhs.gov/ocr/office/file/index.html
Help in your Language

English: You have the right to get help in your language at no cost. If you have questions about your application or coverage through Kaiser Permanente, or if this is a notice that requires you to take action by a specific date, call the number provided for your state or region to talk to an interpreter.
Cebuano (Bisaya): Anaa moy katungod nga mangayo og tabang sa inyo pinulongan ug kini walam bayad. Kung naa mo pangutana bahin sa inyo aplikasyon o coverage sa Kaiser Permanente, o kung kining pahibalo nanginahanglan sa inyo paglighok sa dili pa usa ka piho nga petsa, palihug lang pagtawag sa mga numero sa telepono nga gihatag sa imong estado ("state") o rehiyon ("region") para makigistorya sa usa ka interpreter.

中文 (Chinese): 您有權免費以您的語言獲得幫助。如果您對您的Kaiser Permanente申請或承保有任何疑問，或者如果您通知要求您在具體日期之前採取措施，請致電您所在的州或地區的電話，與口譯員進行溝通。

Chuuk (Chukese): Mei wor omw pwung omw kopwe angei aninis non foosun fonoum (Chuukese), ese kamo. Ika mei wor omw kapas eis usun omw aplikiseon me/ika policy fan nemenien Kaiser Permanente, are ika ei esinesin a erenuk pwe kopwe fori pwan ekoch fofor, ka tongeni omw kopwe kori ewe nampa mei kawor faniten omw state ika fonu (asan) iwe eman chon chiakku epwe anisuk non kapasen fonoum.

Français (French): Une assistance gratuite dans votre langue est à votre disposition. Si vous avez des questions à propos de votre demande d’inscription ou de la couverture par Kaiser Permanente, ou si cet avis vous demande de prendre des mesures à une date précise, appelez le numéro indiqué pour votre Etat ou votre région pour parler à un interprète.

Deutsch (German): Sie haben das Recht, kostenlose Hilfe in Ihrer Sprache zu erhalten. Falls Sie Fragen bezüglich Ihres Antrags oder Ihres Krankenversicherungsschutzes durch Kaiser Permanente haben oder falls Sie aufgrund dieser Benachrichtigung bis zu bestimmten Stichtagen handeln müssen, rufen Sie die für Ihren Bundesstaat oder Ihre Region aufgeführte Nummer an, um mit einem Dolmetscher zu sprechen.

Gujarati: तમने छोड़ दिया तो वह तवा तमारी भाषामो महद मेलानवालों अधिकार छै. जो तमने Kaiser Permanente भारती तमारी अस्थ अथवा कर्ज मिलो प्रको होय, अथवा जो ना नोड्स होले जस्मा तमने छोड़कर कर्ज तवा भाष्य लेतांनां फकरी होय, तो दुस्माणी तथे बांध करा कम्हा संग्रहा स्टेट अथवा अटिक्य सादा पूरा लाग्नावाला आंवेल प्रमाण पर लेन करे.

Kreyòl Ayisyen (Haitian Creole): Ou gen dwa pou jwenn éd nan lang ou gratis. Si ou gen nenpòt kseyon sou aplikasyon ou an oswa aisians ou ak Kaiser Permanente, oswa si nan aví sa a gen bagay ou spoute fè sa a avan yon sèten dat, rele nirretwa nou mete pou Eta oswa reyjon ou a pou w ka pale ak yon entèpre.

‘ōlélo Hawai‘i (Hawaiian): He pono a ua loa’a no kekahì kōkua me kā ‘ōlélo ina makemake a he manuahi no ho’i. Inā he mau ni‘iānā kāp e pili ana i kāu palaalo no ‘i ninkua ola kino a i ‘ole i kōkua ma‘o ka polokalumu kōkua ola kino Kaiser Permanente, a i ‘ole ina ke hai nei paha kēia leka nei iā o e hana koke aku i kēia ma mau o kekahi lai i waiho la‘ia, e kelepona aku i ka helu i loa’a ma kēia leka nei no kāu moku‘aina a i ‘ole pana‘aina no ka wala‘au ‘ana me kekahi kanaka unuhi ‘ōlélo.

हिन्दी (Hindi): आपको बिना किसी कीमतः चुकाए आपकी भाषा में सहायता पाने का अधिकार है। यदि आप आपके अवदेह पत्र के विषय में या Kaiser Permanente के कर्मचारी के विषय में कुछ पूछतांत्र हैं तो यदि यह एक नोटिस है जिसके कारण आपको किसी विशेषता लिखे तक करवाई जा सकती है तो आपके राज्य या क्षेत्र के लिए दिए गए नंबर पर फोन करके किसी दुखायें से बात करें।

Hmoob (Hmong): Koj muaj cai kom tau txais kev peb uas hais koj hom lus yam tsis tau them noj. Koj koy muaj lus nug txog koi daim ntaaw thov los yog cov kev peb them ngyaj tim Kaiser Permanente, los yog tias daim ntaaw no yog ib tsab ntaaw ceebroom uas yuav kom koi ua ib yam dabtsi raws li hnhb tau teev tseng, hu rau tus nab npabw xovtooj uas tau muab rau koi lub xeex lossis cheeb tsam kom tau tham nrog tus kws txhais lus.

Igbo (Igbo): I nwere iikwe inwere anyemaka n’asụsụ gi na akwughị ugo o bu la. O buru na i nwere akwụkwọ anyemaka n’ọkwa ihe anyamachị gi ma o bu mkpuchi si na Kaiser Permanente, ma o bu o buru na nke bu okwu a chọrọ ka i mee ihe tupu otu obochi, kppọ nomba enyere maka steeti ma o bu mpaghara gi iki kwukwọ okwu n’etiti onye ọka okwu.

Ilokano: Addi na karbenganyo a dumawat iti tulong iti pagsasayo nga awan ti bayadanyo. Na addaikanyo kadagiti salusod maipanggap ti aplikasionyo wenny coverage babaen ti Kaiser Permanente, wenny no daytoy ket maysa a pakdata a kallakgumann a rumbaing nga aramidenyo ti addang iti espesipiko a petsa, tawagan ti numero nga inpaay para ti estado wenny rehion tampo makipatara ti maysa mangipatarus iti pagsasao.
The Kaiser Permanente Bridge Program

For more information contact:

**Kaiser Permanente Public Affairs Department**
Nine Piedmont Center
3495 Piedmont Road, NE
Atlanta, GA 30305
bridge@kp.org
404-364-3811

**Member Services**
404-261-2590 locally
1-800-611-1811 toll free

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**Kaiser Permanente Medical Facilities**

**Kaiser Permanente Comprehensive Medical Centers**

**Affiliated Community Urgent Care Centers**

**Affiliated Hospitals**

* Our Comprehensive Medical Centers at Gwinnett, Southwood, and TownPark offer urgent care.

** The hospital that you will be admitted to is determined by the primary care physician you select. Some locations are available only in specific cases. In an emergency, you have access to any hospital emergency room.

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**Kaiser Foundation Health Plan of Georgia, Inc.**
Nine Piedmont Center
3495 Piedmont Road NE
Atlanta, GA 30305-1736

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