

# Out-of-state member Q&A

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
- Emergency and urgent care worldwide
- Routine primary care for dependent children outside Kaiser Permanente service areas on the mainland

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## 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.

Our Visiting Member benefits brochure provides details about getting care at Kaiser Permanente outside of Hawaii. Go to [kp.org/travel](http://kp.org/travel) and search for "visiting member."

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

Enjoy peace of mind when you're away from home, knowing that you're covered for initial emergency and urgent care anywhere in the world. Visit [kp.org/travel](http://kp.org/travel) to learn how to get care, what kind of care is covered, and what to do if you're admitted to a non-Kaiser Permanente facility.

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

In addition to initial emergency and urgent care, you also have coverage for certain routine and follow-up primary care when Kaiser Permanente facilities aren't near. You're covered for the following:

- **Office visits: \$20 copay per visit.** Limited to 10 primary care office visits per year.
- **Basic lab and imaging: \$10 copay per service.** Lab, imaging, and testing services are limited to a combined 10 services per year.
- **Testing: 20% of charges.** Lab, imaging, and testing services are limited to a combined 10 services per year.
- **Prescription drugs: 20% of charges.** Limited to 10 prescriptions per year.

If you or your dependent child have questions about the out-of-area dependent child benefit, call Member Services at **1-800-966-5955**.

### 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](http://kp.org).** Email your doctor's office anytime, anywhere. Go to [kp.org/registernow](http://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. Learn more at [kp.org/mobile](http://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](http://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](http://kp.org/travel) or call **951-268-3900\*** 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](http://kp.org/travel) or call **951-268-3900\***, 24 hours a day, 7 days a week.

\* The Away from Home Travel Line can be dialed from inside or 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.

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