

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

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EXCITING NEWS for Kaiser Permanente HMO members when traveling outside the KP region

As more of your employees begin traveling again for business trips, family visits, and vacations, the last thing they want to worry about is how to get good health care while they're away from home. Now they have even more ways to get care how and when they need it — virtually and in person.

For urgent and emergency care while traveling out of state, Kaiser Permanente HMO members now have access to Cigna's PPO Network* of providers and facilities. All they'll need to get care is their digital ID card, available in the Kaiser Permanente app. In some locations, members can also get [24/7 care](#) by phone or video from a Kaiser Permanente clinician.

Please share [this flyer](#) with your employees to raise awareness about:

- Routine care options
- Urgent and emergency care coverage anywhere in the world
- How to find locations and coverage details

Helpful Tips Before Traveling

Make sure you know how to [get care while away](#) from home.

- [Register on kp.org](#) so you can see your health information online and email your Kaiser Permanente doctor's office with non-urgent questions anytime.
- Save the Away from Home Travel Line phone number, 951-268-3900 (TTY 711), to your mobile device for travel support anytime, anywhere.
- Get the Kaiser Permanente app to stay connected when you're on the go.
- [See your doctor](#) (sign in required) if you need to manage a condition during your trip.
- [Refill your eligible prescriptions](#) (sign in required), including contact lenses, to have enough while you're away. Be sure to refill at least 1 or 2 weeks before your trip so there's time to process your request.
- If you travel by plane, keep your prescription medications with you in your carry-on baggage.
- Pack your Kaiser Permanente ID card. It has important phone numbers on the back. If you need to, you can [order a new or replacement ID card](#) (sign in required).
- Make sure you understand [what services are covered while you travel](#). Call the Away from Home Travel Line if you have any questions.

You never know what might come up when you're traveling, so it's important to be prepared and have a plan. This new access to care through Cigna, coupled with our new virtual Get Care Now service, can be a great part of that plan in the future.

WHERE: This option is available in states where Kaiser Permanente does not operate. (Note: Those traveling outside a Kaiser Permanente service area but within a state with Kaiser

Permanente providers will still be asked to pay up front for services they receive and will need to file a claim for reimbursement, as is currently the case.)

WHEN: This option was available effective August 1, 2022. Eligible members will be notified through various channels including kp.org, emails, and texts.

HOW: To get urgent or emergency care from a Cigna PPO network provider, members can go to kp.org/travel and search the Cigna Network Directory to find the closest Cigna PPO provider based on their needs:

When members make an appointment, walk-in, or arrive by ambulance, they should show their **digital ID card in the Kaiser Permanente mobile app. It has enhanced details to help members get care. Members can also show their physical card.** More information about how and when to use Cigna's extensive national directory of care providers, clinics, and hospitals is available on kp.org/travel.

*The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration.

Please do not reply to this email. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov