

FAQs - Kaiser Permanente Plan

- 1. I currently have an Emory primary care physician. Can I continue to see my physician if I enroll in the Kaiser Permanente plan?**

The Kaiser Permanente plan only covers care received by Kaiser Permanente providers. You will be responsible for the full cost of care for any care received outside of Kaiser Permanente.

- 2. I see an Emory specialist every couple of years for a routine check-in visit. Can I continue to see this specialist if I enroll in the Kaiser Permanente plan?**

The Kaiser Permanente plan only covers care received by Kaiser Permanente providers. You will be responsible for the full cost of care for any care received outside of Kaiser Permanente.

- 3. Are Emory providers considered a part of the Kaiser Permanente network?**

No, they are not.

- 4. I understand I need to select a Kaiser Permanente primary care physician. Will I have access to Emory specialists if I need to see a specialist?**

No, you will need to see a Kaiser Permanente specialist. In some cases you may be seen by a provider outside of the Kaiser Permanente but only if referred by your Kaiser Permanente physician.

- 5. If I need to be hospitalized, what hospitals will I have access to?**

In the event of an Emergency, you will go to the nearest Emergency Room. Inpatient services under the Kaiser Permanente plan will be scheduled at Emory Midtown and Emory Saint Joseph's where there are Kaiser Permanente care teams primarily responsible for caring for Kaiser Permanente members. Decisions regarding which hospital to admit a patient to is determined by the Kaiser physician.

- 6. Can I use the Emory ambulatory service centers?**

No, under the Kaiser Permanente plan you will have access to Kaiser Permanente's three 24/7 Advanced Care Centers in Kennesaw, Duluth or Jonesboro. Visit kp.org/locations to learn more.

- 7. Can I use Emory Healthcare Network urgent care centers?**

No, under the Kaiser Permanente plan you will have access to Kaiser Permanente's three 24/7 Advanced Care Centers in Kennesaw, Duluth or Jonesboro and over 60 community affiliated urgent care locations. Visit kp.org/locations to learn more.

- 8. Can I use Emory emergency rooms if I have an emergency?**

Yes, in the event of an emergency, you will go to the nearest Emergency Room and you will be responsible for our Emergency Room copay.

- 9. Can I fill prescriptions at CVS, Kroger, or Walmart?**

Under the Kaiser Permanente plan you will fill your prescriptions at the Kaiser Permanente pharmacies located in the Kaiser Permanente medical offices. You will have access to Walgreens & Rite Aid for one-time fills at a slightly higher copay. You can also use Kaiser Permanente's mail order pharmacy and get a 90-day supply sent to your home.

10. Can I use Children's Healthcare of Atlanta (CHOA) physicians for my children?

No, under the Kaiser Permanente plan you will have access to Kaiser Permanente pediatric care. For all Pediatric Inpatient care, covered dependents under the Kaiser Permanente plan will have access to care at Children's Healthcare of Atlanta if authorized by your Kaiser Permanente physician.

11. What happens if Kaiser does not have a specialist that a family member or I need?

In certain circumstances, your Kaiser Permanente provider may refer you to be seen by a non-Kaiser Permanente provider, which may include an Emory provider.