

# Extended-hours, Urgent, and Emergency Care Options for Northern Colorado Members

Get the care you need, when you need it.

If you're not sure what kind of care you need, our advice nurses and doctors can help. They can assess your situation and direct you to the appropriate facility if necessary. Or, they can help you handle the problem at home until your next appointment. For medical advice, call **970-207-7171** or **1-800-218-1059** (TTY **711**) anytime, day or night. You can also log on to **kp.org** to chat online with a doctor for nonurgent medical advice, seven days a week, 8 a.m. to 10 p.m.

## EXTENDED-HOURS CARE

For us to better serve you, please call and make an appointment ahead of time.

✓ **Kaiser Permanente  
Fort Collins Medical Offices**  
2950 E. Harmony Road, Suite 190  
Fort Collins, CO 80528  
**970-207-7171**  
Monday-Friday, 5:30-7:30 p.m.

✓ **Kaiser Permanente  
Greeley Medical Offices**  
2429 35th Ave.  
Greeley, CO 80634  
**970-207-7171**  
Monday-Friday, 5:30-7:30 p.m.

✓ **Banner Health Clinic – Berthoud**  
401 10th Street  
Berthoud, CO 80513  
**970-532-3910**  
First Saturday of the month, 8 a.m.-noon

✓ **Banner Health Clinic –  
Family Practice**  
702-A, W. Drake Road  
Fort Collins, CO 80526  
**970-821-4600**  
Monday-Thursday, 5-7 p.m.

✓ **Banner Health Clinic –  
Family Practice**  
222 Johnstown Center Drive  
Johnstown, CO 80534  
**970-587-4974**  
Monday-Wednesday, 5-7 p.m.  
Saturday, 8 a.m.-noon

✓ **Banner Health Clinic –  
Family Practice**  
1230 14th Street S.W.  
Loveland, CO 80537  
**970-820-3999**  
Monday-Thursday, 5-7 p.m.  
Saturday, 8 a.m.-noon

✓ **Banner Health Clinic – Loveland**  
2701 Madison Square Drive  
Loveland, CO 80537  
**970-820-3999**  
Saturday, 8 a.m.-noon

✓ **Banner Health Clinic – Windsor**  
1300 Main Street  
Windsor, CO 80550  
**970-686-5646**  
Tuesday-Thursday, 5-6 p.m.  
Saturday, 8 a.m.-noon

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✓ **Full Medical Record Access**  
Physicians, specialists,  
and other clinicians at this  
location have full access to  
your Kaiser Permanente  
medical history, as well as  
to your personal physician.

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

Facility information is current at time of publication. **Hours and locations subject to change.**  
Hours vary by Kaiser Permanente urgent care location. To learn more about urgent care  
please see Non-Emergency, Non-Routine Care in your EOC.

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## URGENT CARE

Use urgent care when you have an illness or injury that requires prompt medical attention, but is not an emergency medical condition.

✓ **Banner Health Clinic – Skyline Urgent Care**  
2555 E. 13th Street, Suite 110  
Loveland, CO 80537  
**970-820-4268**  
Daily, 7:30 a.m.-7:30 p.m.

✓ **Banner Health Clinic – Summit View Urgent Care**  
2001 70th Ave., Suite 110  
Greeley, CO 80634  
**970-810-4155**  
Daily, 7:30 a.m.-7:30 p.m.

### Healthcare Clinic of Fort Collins

1721 W. Harmony Road #102  
Fort Collins, CO 80526  
**970-223-1999**  
Monday & Wednesday, 9 a.m.-5 p.m.  
Tuesday & Thursday, 9 a.m.-6 p.m.  
Friday, 10 a.m.-7 p.m.  
Saturday, 9 a.m.-7 p.m.  
Sunday, 1-6 p.m.  
Radiology services not available at this facility.

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## ✓ Full Medical Record Access

Physicians, specialists, and other clinicians at this location have full access to your Kaiser Permanente medical history, as well as to your personal physician.

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## EMERGENCY CARE

If you have an emergency medical condition, call **911** or go to the nearest hospital emergency department. If time and safety permit, you can go to the emergency department at one of the following hospitals, open 24 hours a day, seven days a week:

✓ **Banner Fort Collins Medical Center**  
4700 Lady Moon Drive  
Fort Collins, CO 80528  
**970-821-4000**

✓ **Banner McKee Medical Center**  
2000 Boise Ave.  
Loveland, CO 80538  
**970-820-4640**

✓ **Banner North Colorado Emergency Care**  
2000 70th Ave.  
Greeley, CO 80634  
**970-810-2636**

✓ **Banner North Colorado Medical Center**  
1801 16th Street  
Greeley, CO 80631  
**970-810-6244**

**Estes Park Medical Center**  
555 Prospect Ave.  
Estes Park, CO 80517  
**970-586-2317**

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

Facility information is current at time of publication. **Hours and locations subject to change.** Hours vary by Kaiser Permanente urgent care location. To learn more about urgent care please see Non-Emergency, Non-Routine Care in your EOC.

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## Out-of-Area Benefit<sup>1,2</sup>

We cover your dependents while they're away from home.

### Routine, continuing, and follow-up care for your out-of-area dependent

For eligible dependents (see "Who is eligible"), Kaiser Permanente will cover certain routine, continuing, and follow-up care while the dependent is outside of any Kaiser Permanente service area. The limited out-of-area services an eligible dependent may receive are for covered, nonurgent medical needs. Medically necessary urgent and emergency care are always covered for dependents while outside of the service area.

### For your eligible dependents, the out-of-area benefit covers:<sup>3</sup>

- Up to 5 office visits
- Up to 5 diagnostic X-rays
- Up to 5 prescription drug fills
- Up to 5 therapy visits (combined physical, occupational and speech)

Applicable cost share applies.

Out-of-area benefits are subject to all the terms and conditions of your plan. Please see "Exclusions and Limitations."

Claims for covered services that are medically necessary will be covered.

If the provider bills us directly, you won't need to submit a claim. If the dependent pays out-of-pocket, submit the bill to Kaiser Permanente Claims for reimbursement.

### Who is eligible

To be eligible for this benefit, the following requirements must be met:

- Dependent must be enrolled in a Health Maintenance Organization (HMO), Deductible HMO (DHMO), or High Deductible Health Plan (HDHP).<sup>1</sup>
- The dependent must meet the plan's eligibility requirements and be under the age of 26.
- The dependent must be outside the Kaiser Permanente Colorado service area and outside any other Kaiser Permanente service area while receiving services.

The information provided here is a summary only, and is subject to change. For benefit information, see your Evidence of Coverage or Member Agreement.

1. The Preferred Provider Option (PPO) and Point of Service (POS) plans are NOT eligible for Out of Area coverage.

2. Colorado state law requires that an Access Plan be available that describes Kaiser Foundation Health Plan of Colorado's network provider services. To obtain a copy, please call Member Services or visit [kp.org](http://kp.org).

3. Dependents may receive unlimited or additional visits within their home service area, subject to their plan requirements. (For example, members with a diagnosis of autism can receive unlimited physical, occupational, and speech therapy visits if services are received inside the member's service area.)

**Questions? Need assistance?**

Call Member Services.

Representatives are available from 8 a.m. to 6 p.m., weekdays.

Denver/Boulder:

**303-338-3800**

Mountain Colorado:

**1-844-837-6884**

Northern Colorado:

**1-844-201-5824**

Southern Colorado:

**1-888-681-7878**

TTY users may call **711** for assistance with any phone number above.

**Emergency and urgent care**

When it comes to emergency care, you're covered anywhere in Colorado, the nation, and the world. Regardless of where an emergency occurs, this is always covered under a dependent's primary plan with applicable cost share. If an out-of-area dependent is admitted to an out-of-plan hospital, contact Kaiser Permanente Member Services as soon as possible (preferably within 24 hours) for assistance in coordinating care and reducing your risk of incurring noncovered inpatient charges.

**Exclusions and limitations**

Coverage under the out of area benefit is limited. Some, but not all, services that are excluded or limited are listed below. Please see your Evidence of Coverage for further information.

**Laboratory and other procedures**

Coverage for laboratory services, office procedures, and X-ray special procedures is not provided under this benefit.

**Care within home service area**

Regular plan copayments/coinsurance apply to any care received within home service area, and services must be obtained through Kaiser Permanente or its designated network providers.

**Transplant services**

Transplant follow-up services are not covered under this benefit unless prior authorization is obtained from Kaiser Permanente.

**Other excluded services**

- Office visit services for allergy evaluation and testing; routine prenatal and postpartum visits; chiropractic care; acupuncture services; hearing exams; immunizations; and applied behavior analysis are not covered under this benefit.
- Home health visits and hospice services are not covered under this benefit.