



**KAISER PERMANENTE®**

November 23, 2010

**IMPORTANT CHANGE FOR KAISER PERMANENTE FLEXIBLE CHOICE PLAN\* MEMBERS:  
NEW PHONE NUMBER FOR PRECERTIFICATION**

Dear Valued Member:

Beginning January 1, 2011, we are changing the phone number that you will call to obtain necessary precertification for inpatient hospital care and certain outpatient procedures. You must call the new number whenever you seek care from an Option 2 participating provider or Option 3 out-of-network provider.

The new precertification phone number is **1-888-567-6847** (as of January 1, 2011). Representatives are available from 6 a.m. to 6 p.m. EST, Monday through Friday. You may, however, request precertification 24 hours a day, 7 days a week. If you call after normal business hours, you will be given the option of leaving a message. You will be prompted to specify if the request is urgent or non-urgent. Urgent requests will be responded to within 2 hours of your message. Non-urgent requests will be responded to during the next business day.

If you require precertification *prior* to January 1, 2011, please call 1-800-448-9776 for assistance. Any ongoing medical care precertified prior to January 1, 2011, will continue to be valid to the extent of the precertification.

It is your responsibility to make sure that you obtain precertification before you are admitted for an inpatient hospital stay and before you receive certain outpatient procedures. Please refer to your *Certificate of Insurance* for requirements. Your physician, hospital, or authorized representative may obtain precertification on your behalf. If you fail to obtain precertification when required, a penalty will generally apply and benefits payable for covered services will be reduced.

Soon, we will mail new Flexible Choice identification cards to all members. The new precertification phone number, along with other important Kaiser Permanente contact information, will be on the back of each card. Keep and use your new card(s) and destroy your old Flexible Choice card(s).

If you have any questions, contact Kaiser Permanente Insurance Company Customer Service from 8 a.m. to 9 p.m. EST, Monday through Friday, at 1-800-392-8649.

Thank you for your continued membership in Kaiser Permanente.

Sincerely,

Keith W. Jones  
Director, Member Services  
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

\* *Flexible Choice Options 2 and 3 are underwritten by Kaiser Permanente Insurance Company.*

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