



Choosing an ob/gyn

We encourage women 18 and older to choose an Option 1 obstetrician/gynecologist (ob/gyn) physician or nurse practitioner in addition to your PCP. You may make or change your ob/gyn selection at kp.org or by calling Member Services.

Specialty care

Many Option 1 physicians practice together in Kaiser Permanente medical centers, so specialty consultations can be easily arranged. If you need one, your doctor can even schedule a specialty visit for you while you're in the exam room.

In Option 1, you can receive such specialty care services as orthopedics, general surgery, dermatology, neurology, cardiology, and gastroenterology. Your doctor will usually refer you to a Permanente specialist for this type of care. Should you require services not available within the Mid-Atlantic Permanente Medical Group, either due to a specialty or length of time until an open appointment, your doctor may refer you to a non-plan provider in the community for that service.

Your referral for specialty care must be authorized for Kaiser Permanente to cover the services and/or supplies provided. If the referral to a non-plan provider is appropriately authorized, you pay the same amount you would have paid if a plan provider had provided the service and/or supplies.

Refer to your *Evidence of Coverage, Certificate of Insurance, or Schedule of Coverage* for more information regarding benefits, copayments, and authorization requirements.

Making or canceling an appointment

Scheduling an appointment with your Option 1 PCP is as easy as picking up the phone or going to kp.org. If your PCP practices in one of our medical centers, call our appointment phone line (see page 38 or the back of your member ID card) to make or cancel an appointment. You can also schedule and cancel appointments online if you are a registered user of kp.org. If your PCP does not practice in one of our medical centers, call the physician's office directly to make or cancel an appointment.

Getting 24-hour medical advice

For your convenience and peace of mind, registered nurses who are specially trained to help assess medical problems are available by telephone 24 hours a day to handle your routine and urgent medical questions. If your PCP practices at a Kaiser Permanente medical center, call our appointment and advice line (see page 38 or the back of your member ID card).

If your PCP is an affiliated physician who does not practice in one of our medical centers, you may choose to call your physician's office for advice. If no one is available to assist you, call our 24-hour medical advice line.

Your Option 1 HMO coverage is subject to exclusions, limitations, and other terms and conditions. For specific information about your HMO coverage, review your Evidence of Coverage (EOC), which explains the benefits provided through Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. If you have not received your EOC shortly after becoming a member, please contact a Flexible Choice Member Services representative.