

# PHONE VISITS



## Save yourself a trip by scheduling a call

### Care that's convenient for you

A phone visit is an alternative to an office visit, saving you time, and can be done whenever it's convenient for you.

Phone visits can be scheduled with your primary care provider or another doctor, often the same day, for many common conditions. You can make the call from the comfort and convenience of home, work, or on the go.

### How do I schedule a phone visit?

Contact the Appointment and Advice Contact Center at **303-338-4545** or **1-800-218-1059 (TTY 711)**, anytime, day or night, to schedule a phone visit with your primary care provider or an available provider. You can also schedule a phone visit online at **kp.org/appointments**. If you see a network provider, check with them to see if they offer phone visits.

### When are phone visits available?

You can schedule a phone visit with your Kaiser Permanente doctor Monday through Friday, from 8 a.m. to 5:45 p.m. (times may vary by medical office). If you need a phone visit outside those hours, you can schedule an appointment with our after-hours physicians, Monday through Friday, from 6 p.m. to 10 p.m.

### How much does a phone visit cost?

For your convenience, there is no charge for calling the Appointment and Advice Contact Center's 24/7 nurse advice line. Nurse phone visits are of no charge with any nurse at a Kaiser Permanente medical office.

No cost for most health plans. HSA-qualified high deductible health plan (HDHP) members must meet your deductible first before phone visits are provided at no cost. For benefit information, review your Evidence of Coverage or Certificate of Insurance, or contact Member Services.



Explore your care options at [kp.org/getcare](https://kp.org/getcare)



CHAT  
ONLINE



PHONE



EMAIL



VIDEO  
VISIT



E-VISITS



IN-PERSON

493994641\_20\_PhoneVisit-revision\_CO April 2020