

Health care that just works



Get started at kp.org/choosekp

Experience simpler, smarter health care

When all your needs are handled
under one plan, you get:

- A seamless in-person
and virtual care experience
- Support for your
mental health and wellness
- 24/7 access to care
wherever you are
- High-quality preventive,
primary, and specialty care

Combined care and coverage is everything

Your doctors, hospitals, and health plan benefits should work
together to give you exceptional care, when and where you need it.

From preventive, primary, and virtual care to pharmacy, labs, and
mental health support – we put it all together to make your health
care work for you.

That's why members stay with
Kaiser Permanente nearly twice as
long as other health plans.¹



Discover how we can help you live
your best life at kp.org/choosekp.



“ I loved that I was able to choose my doctor right from the app. And, by the way, I made the right choice. Dr. Chowdhury's approach is honest and collaborative. I feel seen and heard. ”

– Elizabeth, Kaiser Permanente member



Timely, convenient in-person and virtual care

Get the care you need, when you need it. The Kaiser Permanente app makes it easier to manage your care online or connect with your care team on demand. And with our national network of locations, specialists, and services, you can get timely lab results and primary care appointments close to home.



24/7 virtual care

Visit kp.org or use our app to talk to a clinician 24/7 by phone or video.² You can also email your care team, view most lab results, and more.



Mail-order pharmacy

Refill prescriptions online, in person, or over the phone – with same-day pickup and same-day or next-day home delivery available for most prescriptions.³



Care while traveling

If you're planning to travel, we can help with vaccinations, prescriptions, and more. You also have access to urgent and emergency care worldwide – not just at Kaiser Permanente facilities.

Support for your body and mind

Members can get help with depression, anxiety, addiction, and mental or emotional health – without a referral for mental health care within Kaiser Permanente. Explore individual and group therapy, health classes, self-care resources, and more.⁴

Resources for your everyday wellness

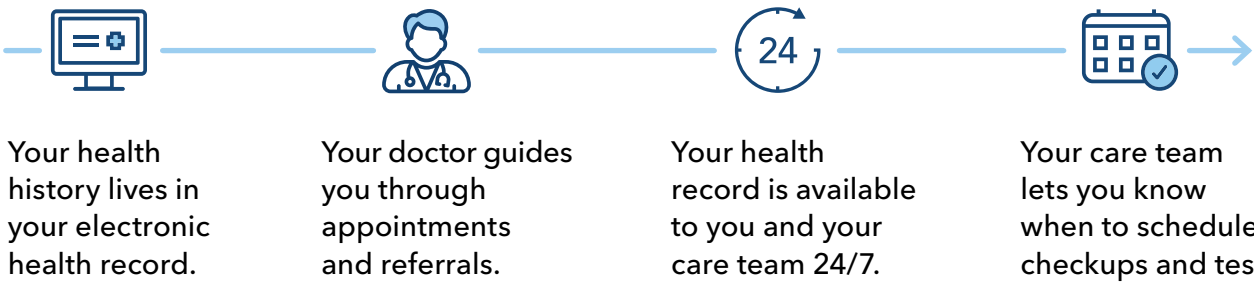
Take advantage of classes, services, and programs to help you achieve your health goals.⁵

- Wellness coaching
- Fitness programs
- Gym memberships

Care that's world class

With most plans, you get a wide range of preventive care at no extra cost. If you need specialty care – for maternity, cancer care, heart health, or anything else – you have access to cutting-edge technology and the latest evidence-based care. You can also change your doctor at any time, so you always have a health partner you know and trust.

We guide you every step of the way



Our members are:

5x
more likely to be
screened for depression⁶

Nearly 2x
more likely to
respond to treatment⁶

“ Preventative medicine is the key, which is why our model of care is so effective. We emphasize keeping our members healthy. The more we prevent chronic illnesses and diseases, the longer our members live and thrive. ”
– Dr. Aaron Cooper





Specialties, we've got you covered

Whether it's one of the 45+ specialties offered in one of our Kaiser Permanente medical centers in and around Atlanta or through one of our affiliated partners, you'll have access to the care you need.


- 24/7 advanced urgent care
 - Adult medicine
 - Audiology
 - Behavioral health
 - Cardiology
 - Child and adolescent psychiatry
 - CT/MRI
 - Dermatology
 - Dexa scan
 - Endocrinology
 - Family medicine
 - Gastroenterology
 - General surgery
 - Geriatrics
 - Hand surgery
 - Health education
- Heart Failure Clinic
 - Hematology/oncology
 - Infectious diseases
 - Infusion center
 - Lab services
 - Nephrology
 - Neurology
 - Nuclear medicine
 - Nutrition
 - OB/GYN
 - Oncology
 - Ophthalmology
 - Optometry
 - Orthopedic surgery
 - Pain management
 - Palliative care
 - Pediatrics/adolescent medicine
- Pharmacy
 - Plastic surgery
 - Podiatry
 - Psychiatry
 - Psychology
 - Pulmonology
 - Rheumatology
 - Routine mammography
 - Sleep medicine
 - Sports medicine
 - Ultrasound
 - Urgent care
 - Urogynecology
 - Urology
 - Vascular surgery
 - Weight management
 - X-ray

Services you can expect at most Kaiser Permanente medical offices:

 Primary, Pediatric, Family Medicine

 Pharmacy

 Lab

 X-ray

Pharmacy that's simple

Our award-winning pharmacy system is the very heart of our "under one roof" care experience. In most of our 26 medical offices, you can pick up your prescription or consult a Kaiser Permanente pharmacist on your way out the door. No more traffic. No more stops.



Getting started

Whether you're transitioning from another provider or simply starting out fresh, it's easier than you think to get started at Kaiser Permanente.



Medical pharmacies

Our medical offices feature fully stocked pharmacies right on site.



Prescription delivery

Seeing your doctor virtually? No problem. You can either come into one of our pharmacies or have your prescription delivered to your home with no cost for shipping.



Refills

You can easily get refills by ordering online or through the Kaiser Permanente app. Or just call our 24-hour refill line. Automatic refills are available too.

Pharmacy questions

If you have questions or would like a copy of our preferred drug list, call us directly at **404-261-2590**, Monday through Friday, 7 a.m. to 7 p.m. ET or visit **[kp.org/formulary](https://www.kp.org/formulary)**.



Locations near you

With 26 Kaiser Permanente offices and more than 700 doctors throughout metro Atlanta – plus pharmacy, lab, and X-ray usually right in the same building – you’ll enjoy convenience you won’t find with other plans. Plus, you won’t have to pay for parking.

ATHENS-CLARKE COUNTY

Athens Medical Office

CHEROKEE COUNTY

Holly Springs Medical Office

CLAYTON COUNTY

Southwood Comprehensive Medical Center

24/7 advanced urgent care Jonesboro

Southwood Specialty Center

Jonesboro

COBB COUNTY

Cumberland Medical Center

Atlanta

TownPark Comprehensive Medical Center

24/7 advanced urgent care Kennesaw

West Cobb Medical Center

Austell

COWETA COUNTY

Newnan Medical Office

Fischer Crossings Medical Center

Sharpsburg (coming fall 2026)

DEKALB COUNTY

Crescent Medical Center

Tucker

Downtown Decatur Medical Office

Decatur

Panola Medical Center

Lithonia

Stonecrest Medical Center

Lithonia

DOUGLAS COUNTY

Douglasville Medical Office

FAYETTE COUNTY

Fayette Medical Office

Fayetteville

FORSYTH COUNTY

Forsyth Medical Office

Cumming

FULTON COUNTY

Alpharetta Medical Center

Brookwood at Peachtree Medical Office

Atlanta

Cascade Medical Center

Atlanta

Glenlake Comprehensive Specialty Center

Sandy Springs

Sandy Springs Medical Office

GWINNETT COUNTY

Lawrenceville Medical Office

Gwinnett Comprehensive Medical Center

24/7 advanced urgent care Duluth

Snellville Medical Office

Sugar Hill-Buford Medical Center

Sugar Hill

HENRY COUNTY

Henry Towne Centre Medical Center

McDonough

ROCKDALE COUNTY

Conyers Medical Office

Our members have exclusive access to Kaiser Permanente's medical offices in and around Atlanta (including Athens).



Affiliated urgent care locations

Hover your phone over the QR code to search urgent care locations.



What's new?

At Kaiser Permanente, we're committed to improving access to care. Our members-only medical offices provide a unique opportunity to experience our iconic "under one roof" care. While innovations, upgrades, and the addition of specialties and services are always happening, here's some facility news you won't want to miss.



Fischer Crossings rendering

Brand new medical center – Fischer Crossings

- Construction is underway on **Fischer Crossings Medical Center** in Coweta County near Peachtree City
- Brand new 36,000 square foot, state-of-the-art facility
- Featuring primary care, pediatrics, and nine additional specialties
- Completion expected fall of 2026



Cumberland plan rendering

Cumberland full renovation

Located off I-285 in the Smyrna/Vinings area, our Cumberland Medical Center is now better than ever.

- New, fresh, redesigned interior
- New parking entrance with stoplight assist
- Cardiology, gastroenterology, orthopedics, ophthalmology, and optometry have been added to the existing specialties
- Continued convenience of labs, X-ray, and pharmacy

24/7 advanced urgent care

You can get urgent care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach and chest pain, or dehydration at our advanced urgent care centers, open 24 hours a day, 7 days a week.

Gwinnett Comprehensive Medical Center

3650 Steve Reynolds Blvd.
Duluth, GA 30096

Southwood Comprehensive Medical Center

2400 Mt. Zion Parkway
Jonesboro, GA 30236

TownPark Comprehensive Medical Center

750 TownPark Lane
Kennesaw, GA 30144

Affiliated urgent care locations

You can also choose from about 100 affiliated urgent care locations across metro Atlanta and surrounding counties. See them all at kp.org/FindUrgentCare/ga.



Emergency care

In the unfortunate case of an emergency, our members are welcome at any hospital emergency room.



Complete care to help you live a healthier life

With Kaiser Permanente, your care is simpler, smarter, and seamless – so you can spend more time doing what you love.



Ready for health care that works for you?
Visit kp.org/choosekp to get started.

Call **888-865-5813** (TTY **711**)

Monday through Friday, 7 a.m. to 7 p.m. ET,
to talk to an enrollment specialist.

Current members with questions can call Member Services
Monday through Friday, 7 a.m. to 7 p.m. ET (closed holidays).

- **404-261-2590**
- **888-865-5813**
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)

1. Kaiser Permanente internal data, 2024; Hanming Fang, PhD, et al., “Trends in Disenrollment and Reenrollment Within US Commercial Health Insurance Plans, 2006-2018,” *JAMA Network Open*, February 24, 2022. **2.** When appropriate and available. **3.** Same-day and next-day prescription delivery services may be available for an additional fee. These services are not covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente is not responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery. **4.** Some classes may require a fee. **5.** The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. **6.** Kaiser Permanente 2024 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2024 and is used with the permission of NCQA. Quality Compass 2024 includes certain Consumer Assessment of Healthcare Providers and System (CAHPS) data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.



NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-888-865-5813** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-888-865-5813** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**).

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-865-5813** (TTY: **711**).

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-865-5813** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-865-5813** (TTY: **711**) पर कॉल करें।

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。**1-888-865-5813** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-865-5813** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih **1-888-865-5813** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-865-5813** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-865-5813** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-865-5813** (TTY: **711**).

Kaiser Foundation Health Plan of Georgia, Inc.
Nine Piedmont Center
3495 Piedmont Road NE
Atlanta, GA 30305

