

# Transition of Care and the Kaiser Permanente Difference

**CONNECTING ADDED CHOICE® MEMBERS WITH HEALTH CARE THAT MATCHES THEIR UNIQUE NEEDS**

Whether you choose a Kaiser Permanente doctor or wish to maintain relationships with outside providers, as an Added Choice member, the choice is yours.



**YOUR KAISER PERMANENTE  
CARE TEAM**



**CURRENT OR  
PREVIOUS PROVIDER**



**NEW PROVIDER OUTSIDE  
KAISER PERMANENTE**

Our staff will take the time to learn about your specific health care needs, connect you with doctors and specialists, and help manage pre-authorizations and billing for providers outside the Kaiser Permanente network.

Let's get your info into the Kaiser Permanente system so you can continue your coverage or connect with one of our skilled providers.

Contact our Added Choice Contact Center at  
**1-866-616-0047 (TTY 711).**

## Tips for Getting Started:

Have the following info at hand when speaking to our help desk:

- Specialist info
- List of prescriptions
- List of current providers
- List of ongoing refillable durable medical equipment (for example, CPAP equipment or diabetic supplies such as insulin pumps or sensors)
  - o Suppliers
  - o Providers who are managing your needs
  - o Make and model of equipment
- List of upcoming procedures or specialist visits that were authorized by your previous insurance company

