

ASK US ABOUT HEALTH



This brochure provides a general overview of Kaiser Permanente. For specific information about benefits, copayments, limitations, and exclusions, please refer to your *Disclosure Form*.

Still have questions? Please give us a call at **1-800-464-4000** or visit us online at **kaiserpermanente.org**.

Member and Marketing Communications
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Health is much more than just not being sick.

It's an attitude. A philosophy. A way of life.

You might be surprised to hear that from a health care company. After all, most of them offer just that—health care.

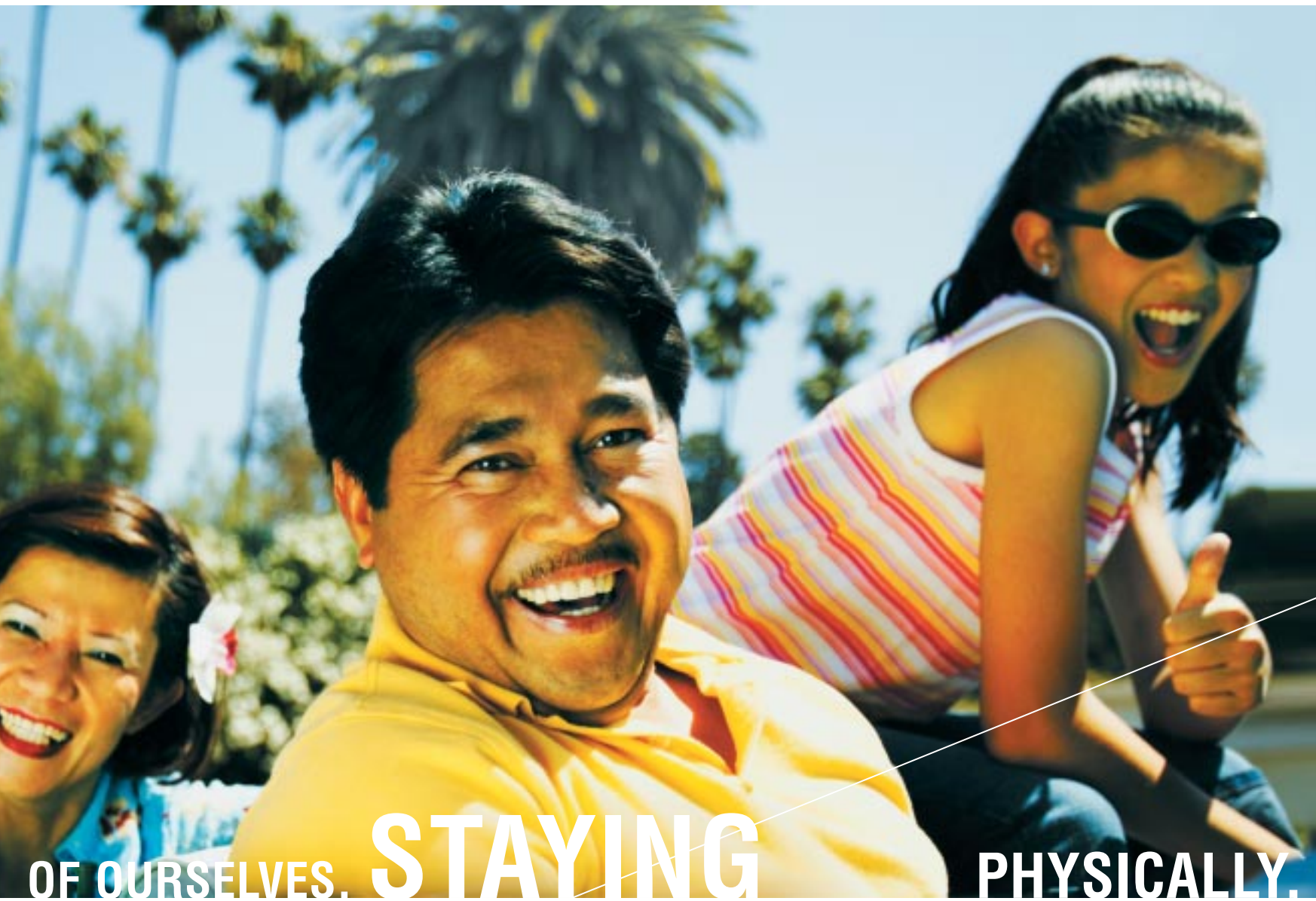
At Kaiser Permanente, we see things a little differently. We understand the need to care for the whole you—your mind, your body, and your spirit. We want to help you take an active role in your own health so that you can live your life to the fullest.

So you can thrive.

ASK US: **WE SAY**

HEALTH TODAY IS ALL ABOUT FEELING GOOD, IN EVERY WAY. TAKING CARE





OF OURSELVES, **STAYING** PHYSICALLY, **MENTALLY, EMOTIONALLY,**
BALANCED, **KNOWING HOW**

Get healthy.

Want to drop a bad habit? Or pick up a good one? With our health classes and programs, you can learn how to make healthier choices. You'll find help on how to lower your cholesterol, quit smoking, manage diabetes, prepare for pregnancy and childbirth, and more. You can choose from weight management classes and a variety of wellness and fitness classes, like yoga and tai chi (available in most areas). They're all great ways to help you feel better, look better, and get some balance back in your life.

Get informed.

Online at kaiserpermanente.org, you'll find great tools to help you attain good health. Find out if you're at a healthy weight with our body mass index calculator. Look up illnesses and medications in our health and drug encyclopedias. Learn about options to identify and treat medical conditions in our featured health topics. And there's so much more you can do, like schedule routine appointments, order prescription refills, and find doctors, locations, and health classes near you.

You'll also get the *Kaiser Permanente Healthwise® Handbook*, a useful self-care guide to more than 200 common health problems. And our *Member News* newsletter and Kaiser Permanente Healthphone system keep you up-to-date with wellness tips and medical news. So when you're looking for health resources, you'll know where to turn. It's all right at your fingertips, 24 hours a day.

Stay healthy.

If you do need medical care, we've got you covered. Whether you need primary care or specialty care, your personal physician is your health advocate. By having one doctor who knows you and your health needs, you can get the kind of care you deserve.

Regular health exams and screenings, such as eye exams and mammograms, help detect health problems before they become serious, and immunizations help prevent diseases. Plus, you can count on the security of emergency coverage anywhere in the world.

We also make it convenient for you to get care. Many of our locations have several services all under one roof—including primary care, lab, X-ray, and pharmacy—so you often don't have to make extra trips. And if you can't come in during regular business hours, many locations have evening and weekend hours, too.



TO DO IT. MAKING GOOD CHOICES. ASK US, WE CHOOSE KAISER PERMANENTE.

Live healthy.

Because we offer so many paths to better health, you get more than just health care. It's life care, really—care for the whole you. **So you can thrive.**

For more information

Member Service Call Center

7 a.m. to 7 p.m., seven days a week

1-800-464-4000

1-800-777-1370 (TTY)

Para más información

7 a.m. a 7 p.m., los siete días de la semana

1-800-788-0616

1-800-777-1370 (TTY)

1-800-757-7585 (Chinese dialects)

Members in Coachella Valley and western Ventura County, call **1-800-777-1256** (English) or **1-800-788-0616** (Spanish)

kaiserpermanente.org

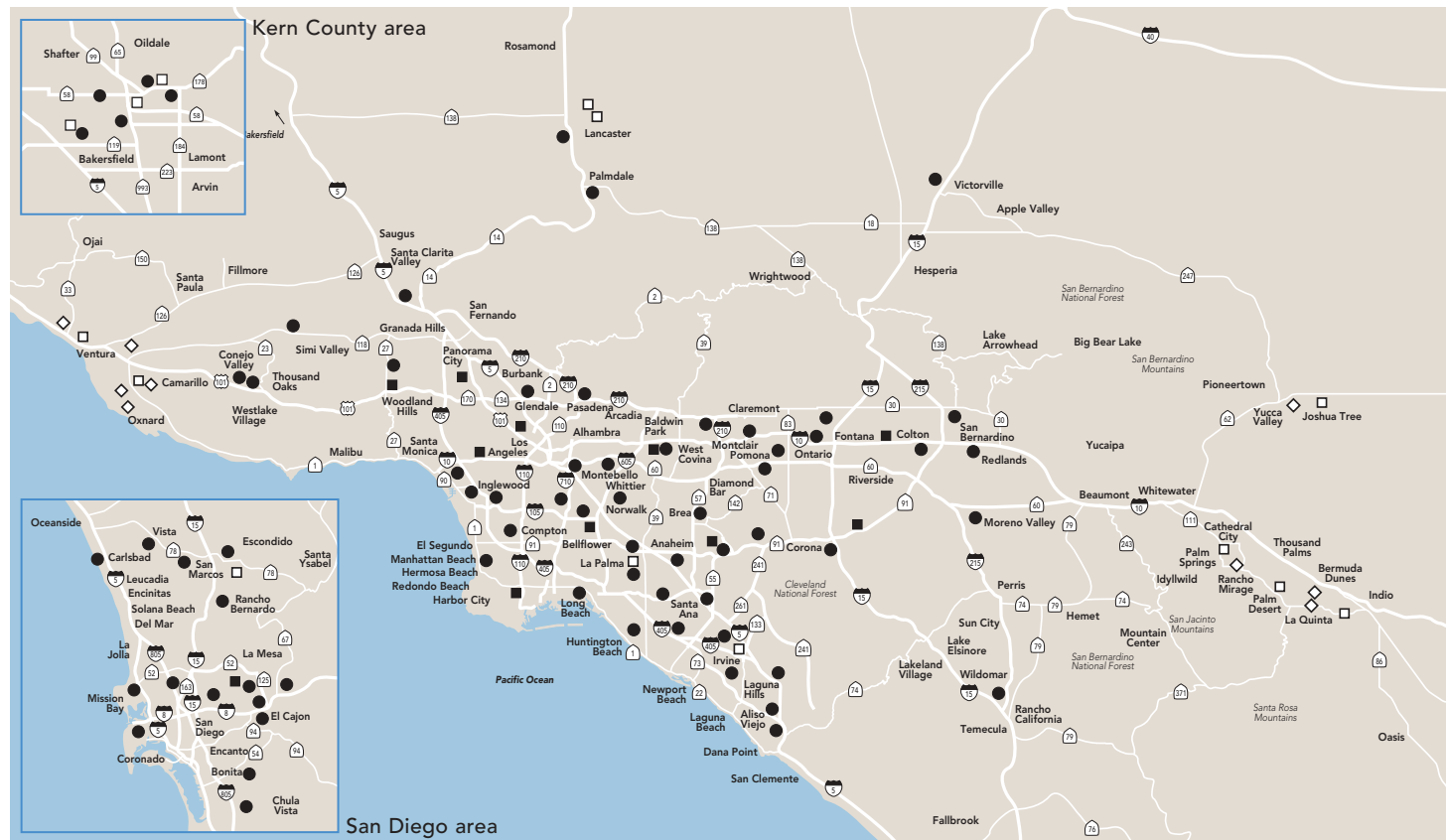
Our locations



When you join Kaiser Permanente, you are enrolling in one of two regions (Northern California or Southern California), which we call your home region. The coverage information in your *Disclosure Form* or *Evidence of Coverage (EOC)* applies when you obtain care in your home region. When you visit the other California region, you may receive care as a visiting member. Please see your *EOC* for details.

Southern California

Please read the following information so that you'll know from whom or what group of providers you may get health care if you enroll in the Southern California region.



Map not to scale

Legend:

- Kaiser Permanente medical centers (hospital and medical offices)
- Kaiser Permanente medical offices
- Affiliated plan hospitals
- ◇ Affiliated plan urgent care facilities

Personal physician selection

Call the facility nearest you to select or change your primary care physician.

Facility	Phone number	TTY for the hearing/ speech impaired
Anaheim Medical Center	888-988-2800	711
Baldwin Park Medical Center	562-777-2620	800-800-7990
Bellflower Medical Center	562-777-2620	800-800-7990
Coachella Valley	800-777-1256	711
Fontana Medical Center	909-427-6500	711
Kern County area	661-398-5001	711
From outlying areas	800-353-5400	711
Los Angeles Medical Center	888-255-5052	711
Panorama City Medical Center	888-891-4800	711
Riverside Medical Center	909-353-2001	909-688-6548
San Diego area	800-290-5000	800-388-5500
South Bay Medical Center	562-777-2620	800-800-7990
West Los Angeles	888-255-5052	711
Western Ventura County	800-777-1256	711
Woodland Hills Medical Center	888-550-5200	711

Our locations



Southern California

Aliso Viejo ● **Medical offices**
24502 Pacific Park Drive

Anaheim ■ **Medical center**
441 N. Lakeview Ave.

● **Medical offices**
411 N. Lakeview Ave.
1188 N. Euclid St.
3010 W. Orange Ave.

□ **Affiliated plan hospital**
3033 W. Orange Ave.
(West Anaheim Medical Center–Emergency services¹)

Bakersfield ● **Medical offices**
1200 Discovery Drive
3501 Stockdale Highway
3700 Mall View Road
3733 San Dimas St.
8800 Ming Ave.

□ **Affiliated plan hospitals**
300 Old River Road
(Mercy Southwest Hospital–No emergency services¹)

420 34th St.
(Bakersfield Memorial Hospital–Emergency services¹)

2215 Truxtun Ave.
(Mercy Hospital–Emergency services¹)

Baldwin Park ■ **Medical center**
1011 Baldwin Park Blvd.

Bellflower ■ **Medical center**
9400 E. Rosecrans Ave.

Bermuda Dunes ◇ **Affiliated plan urgent care facility**
41120 Washington St., Suite 200
(Desert Medical Group Immediate Care²)

Bonita ● **Medical offices**
3955 Bonita Road

Brea ● **Medical offices**
1900 E. Lambert Road

Carlsbad ● **Medical offices**
6860 Avenida Encinas

Chino ● **Medical offices**
11911 Central Ave.

Claremont ● **Medical offices**
250 W. San Jose St.

Colton ● **Medical offices**
789 E. Cooley Drive

Corona ● **Medical offices**
2055 Kellogg Ave.

Cudahy ● **Medical offices**
7825 Atlantic Ave.

Culver City ● **Medical offices**
5620 Mesmer Ave.

Downey ● **Medical offices**
9449 E. Imperial Highway

El Cajon ● **Medical offices**
250 Travelodge Drive
1630 E. Main St.

Escondido ● **Medical offices**
732 N. Broadway St.

□ **Affiliated plan hospital**
555 E. Valley Parkway
(Palomar Medical Center–Emergency services¹)

Fontana ■ **Medical center**
9961 Sierra Ave.

Garden Grove ● **Medical offices**
12100 Euclid St.

Gardena ● **Medical offices**
15446 S. Western Ave.

Glendale ● **Medical offices**
444 W. Glenoaks Blvd.

Harbor City ■ **Medical center**
25825 S. Vermont Ave.

Huntington Beach ● **Medical offices**
18081 Beach Blvd.

Inglewood ● **Medical offices**
110 N. La Brea Ave.

Indio □ **Affiliated plan hospital**
47111 Monroe St.
(John F. Kennedy Memorial Hospital–Emergency services^{1,2})

Irvine ● **Medical offices**
6 Willard
6670 Alton Parkway
(Scheduled to open fall 2004)

□ **Affiliated plan hospital**
16200 Sand Canyon Ave.
(Irvine Regional Hospital–Emergency services¹)

Joshua Tree □ **Affiliated plan hospital**
6601 White Feather Road
(Hi-Desert Medical Center–Emergency services¹)

La Mesa ● **Medical offices**
3875 Avocado Blvd.
8080 Parkway Drive

La Palma ● **Medical offices**
5 Centerpointe Drive

Lancaster ● **Medical offices**
43112 N. 15th St. W.

□ **Affiliated plan hospitals**
1600 W. Avenue J
(Antelope Valley Hospital–Emergency services¹)

43830 N. 10th St. W.
(Lancaster Community Hospital–Emergency services¹)

Long Beach ● **Medical offices**
3900 E. Pacific Coast Highway

Los Angeles ■ **Medical centers**
1526 N. Edgemont St.
6041 Cadillac Ave.

● **Medical offices**
5119 E. Pomona Blvd.
12001 W. Washington Blvd.

Mission Viejo ● **Medical offices**
23781 Maquina Ave.

Montebello ● **Medical offices**
1550 Town Center Drive

Moreno Valley ● **Medical offices**
12815 Heacock St.

Ontario ● **Medical offices**
1025 W. I St.

Legend:

■ Kaiser Permanente medical centers
(hospital and medical offices)

● Kaiser Permanente medical offices

□ Affiliated plan hospitals

◇ Affiliated plan urgent care facilities

Our locations



- Oxnard**
- **Affiliated plan hospitals**
1600 N. Rose Ave.
(St. John's Regional Medical Center–Emergency services^{1,3})
 - ◇ **Affiliated plan urgent care facilities**
1555 W. Fifth St., Suite 180
(Oxnard Airport Urgent Care Center³)
 - 2200 E. Gonzalez Road
(Buenaventura Medical Group³)
 - 2921 S. Saviers Road
(CMH–Med Care Medical Center³)

- Palm Desert**
- ◇ **Affiliated plan urgent care facility**
42575 Washington St.
(Healthcare Express Urgent Care²)

- Palm Springs**
- **Affiliated plan hospital**
1150 N. Indian Canyon Drive
(Desert Regional Medical Center¹)
 - ◇ **Affiliated plan urgent care facility**
275 N. El Cielo Road
(Desert Medical Group Immediate Care)

- Palmdale**
- **Medical offices**
4502 E. Avenue S

- Panorama City**
- **Medical center**
13652 Cantara St.

- Pasadena**
- **Medical offices**
450 N. Lake Ave.

- Rancho Cucamonga**
- **Medical offices**
10787 Laurel St.
10850 Arrow Route

- Rancho Mirage**
- **Affiliated plan hospital**
39000 Bob Hope Drive
(Eisenhower Medical Center–Emergency services^{1,2})

- Redlands**
- **Medical offices**
25828 Redlands Blvd.

- Riverside**
- **Medical center**
10800 Magnolia Ave.

- San Bernardino**
- **Medical offices**
1717 Date Place

- San Diego**
- **Medical center**
4647 Zion Ave.
 - **Medical offices**
3250 Fordham St.
3033 Bunker Hill St.
4405 Vandever Ave.
4650 Palm Ave.
7060 Clairemont Mesa Blvd.
11939 Rancho Bernardo Road

- San Dimas**
- **Medical offices**
1255 W. Arrow Highway

- San Juan Capistrano**
- **Medical offices**
30400 Camino Capistrano

- San Marcos**
- **Medical offices**
400 Craven Road

- Santa Ana**
- **Medical offices**
1900 E. 4th St.
3401 S. Harbor Blvd.

- Santa Clarita**
- **Medical offices**
27107 Tourney Road

- Simi Valley**
- **Medical offices**
3900 Alamo St.

- Thousand Oaks**
- **Medical offices**
145 Hodencamp Road
365 E. Hillcrest Drive

- Torrance**
- **Medical offices**
20790 Madrona Ave.

- Ventura**
- **Affiliated plan hospital**
147 N. Brent St.
(Community Memorial Hospital of San Buenaventura–Emergency services^{1,3})
 - ◇ **Affiliated plan urgent care facility**
133 W. Santa Clara St.
(West Ventura Urgent Care^{1,3})
 - 888 S. Hill Road
(Buenaventura Medical Group³)

- Victorville**
- **Medical offices**
14011 Park Ave.

- Vista**
- **Medical offices**
780 Shadowridge Drive

- West Covina**
- **Medical offices**
1249 Sunset Ave.

- Whittier**
- **Medical offices**
12470 Whittier Blvd.

- Wildomar**
- **Medical offices**
36450 Inland Valley Drive

- Woodland Hills**
- **Medical center**
5601 De Soto Ave.
 - **Medical offices**
21263 Erwin St.

- Yorba Linda**
- **Medical offices**
22550 E. Savi Ranch Parkway

- Yucca Valley**
- ◇ **Affiliated plan urgent care facility**
58471 Twentynine Palms Hwy.
Suite 303
(Avalon Urgent Care)

Legend:

- Kaiser Permanente medical centers (hospital and medical offices)
- Kaiser Permanente medical offices
- Affiliated plan hospitals
- ◇ Affiliated plan urgent care facilities

¹ Affiliated plan facilities provide selected inpatient and/or outpatient hospital and emergency services.

² This affiliated facility is available to Senior Advantage members for out-of-area urgent care services.

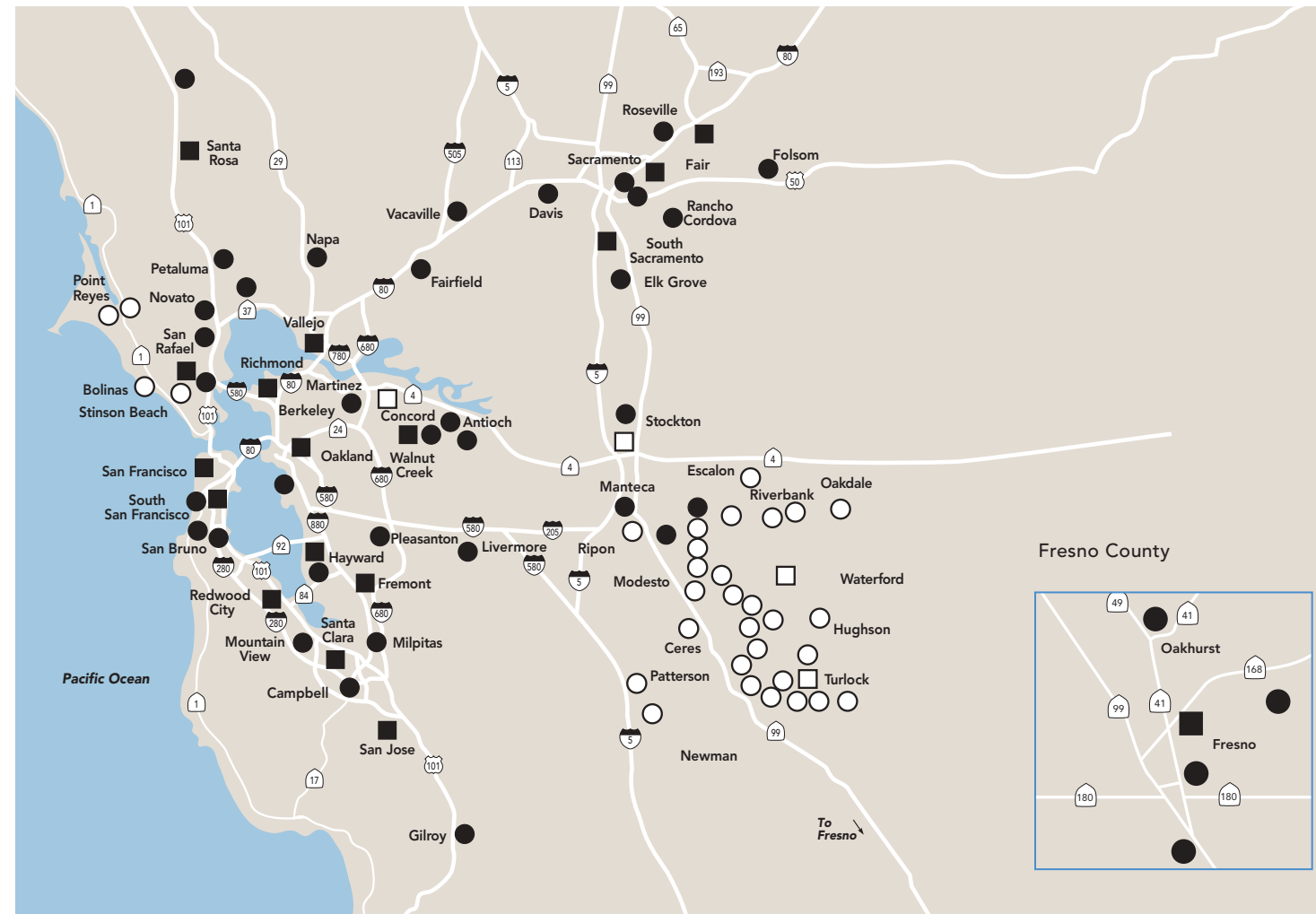
³ Affiliated providers in western Ventura county may not be available for urgent care, effective January 1, 2004. Contact our Member Service Call Center at 1-800-464-4000 (1-800-777-1370 TTY), seven days a week, 7 a.m. to 7 p.m. for more information.

Our locations



Northern California

Please read the following information so that you'll know from whom or what group of providers you may get health care if you enroll in the Northern California region.



Map not to scale

- Legend:**
- Kaiser Permanente medical centers (hospital and medical offices)
 - Kaiser Permanente medical offices
 - Affiliated plan hospitals
 - Affiliated plan medical offices

Personal physician selection

Call the facility nearest you to select or change your primary care physician.

Facility	Phone number	TTY for the hearing/speech impaired
Fremont Medical Center	510-675-2663	711
Fresno Medical Center	559-448-4364	559-448-3959
Hayward Medical Center	510-675-2663	711
Oakland Medical Center	510-752-7797	711
Redwood City Medical Center	650-299-4291	711
Richmond Medical Center	510-307-2426	711
Roseville Medical Center	800-278-3329	711
Sacramento Medical Center	800-278-3329	711
San Francisco Medical Center	415-833-2562	711
San Rafael Medical Center	415-444-2877	711
Santa Clara Medical Center	888-466-1800	711
Santa Rosa Medical Center	707-571-3186	711
Santa Teresa Medical Center	408-972-7321	711
South Sacramento Medical Center	916-525-3097	711
South San Francisco Medical Center	650-742-2673	711
Stockton / Manteca area	866-880-5763	209-476-3220
Vallejo Medical Center	877-988-7868	711
Walnut Creek Medical Center	800-792-3992	711

Our locations



Northern California

Alameda	● Medical offices 2417 Central Ave.
Antioch	● Medical offices 3400 Delta Fair Blvd. 5601 Deer Valley Road
Bolinas	○ Medical offices 7 Wharf Road
Campbell	● Medical offices 220 E. Hacienda Ave.
Ceres	○ Medical offices 3109 E. Whitmore Ave. (Ceres Medical Office) 3641 Mitchell Road, Suite H (Kerry Evnin, MD)
Clovis	● Medical offices 2071 Herndon Ave.
Concord	□ Affiliated plan hospital 2540 East St. (Mt. Diablo Medical Center ¹)
Daly City	● Medical offices 395 Hickey Blvd.
Davis	● Medical offices 1955 Cowell Blvd.
Elk Grove	● Medical offices 9201 Big Horn Blvd.
Escalon	○ Medical offices 26617 E. Highway 120 (Bob Peterson, MD)
Fairfield	● Medical offices 1550 Gateway Blvd.

Folsom	● Medical offices 2155 Iron Point Road
Fremont	■ Medical center 39400 Paseo Padre Parkway
Fresno	■ Medical center 7300 N. Fresno St. ● Medical offices 4785 N. First St.
Gilroy	● Medical offices 7520 Arroyo Circle
Hayward	■ Medical center 27400 Hesperian Blvd.
Hughson	○ Medical offices 2412 3rd St., Suite B (Hughson Medical Offices)
Livermore	● Medical offices 3000 Las Positas Road
Manteca	● Medical offices 1721 W. Yosemite Ave.
Martinez	● Medical offices 200 Muir Road
Milpitas	● Medical offices 770 E. Calaveras Blvd.
Modesto	● Medical offices 3800 Dale Road 4125 Bangs Ave. ○ Medical offices 401 E. Paradise Road (Paradise Medical Offices)

Modesto (continued)	700 17th St. (Medical Arts Building)
	900 Scenic Drive (Family Practice Center)
	1213 Coffee Road, Suites A & B (Downey Park Family Practice Medical Group)
	1320 Celeste Drive (Family Health Care Medical Group)
	1325 Melrose Ave. (Valley Oak Pediatrics)
	1400 Florida Ave., Suite 208 (Gervacio Diaz, MD)
	1429 College Ave., Suite H (John Duong, MD)
	1431 McHenry Ave. (Edward Auen, MD)
	1444 Florida Ave., Suite 202 (Cornerstone Family Practice Medical Group)
	1541 Florida Ave., Suite 200 (McHenry Medical Group)
2501 McHenry Ave. (McHenry Medical Office)	
□ Affiliated plan hospital 1421 Oakdale Road (Stanislaus Surgical Hospital ¹)	
Mountain View	● Medical offices 555 Castro St. 565 Castro St.
Napa	● Medical offices 3285 Claremont Way
Novato	● Medical offices 97 San Marin Drive

Oakdale	○ Medical offices 232 W. F St. (David Olson, MD Elaine Madayag, MD)
Oakhurst	● Medical offices 40595 Westlake Drive
Oakland	■ Medical center 280 W. MacArthur Blvd.
Patterson	○ Medical offices 101 N. Third St. (Peter LaTorre, MD) 821 E St. (First Care Medical Center)
Petaluma	● Medical offices 3900 Lakeville Highway
Pleasanton	● Medical offices 7601 Stoneridge Drive
Point Reyes Station	○ Medical offices 3 Sixth St. 11150 State Route 1
Rancho Cordova	● Medical offices 10725 International Drive
Redwood City	■ Medical center 1150 Veterans Blvd.
Richmond	■ Medical center 901 Nevin Ave.
Ripon	○ Medical offices 150 Vera Ave. (Eunice Baluyot, MD Daryl Dutter, MD Kent Hufford, MD)
Riverbank	○ Medical offices 3309 Sierra Ave. (Robert Lynch, MD)

Legend:

- Kaiser Permanente medical centers
(hospital and medical offices)
- Kaiser Permanente medical offices
- Affiliated plan hospitals
- Affiliated plan medical offices

Our locations



For questions about your health plan or benefits:

Got a question? See *Your Health Plan Coverage, Disclosure Form Part Two* booklet, or call us at **1-800-464-4000** for information about:

- Getting care
- Choosing a primary care physician
- Your benefits
- Your ID card

Member Service Call Center
1-800-464-4000
 7 a.m. to 7 p.m., seven days a week
 For the hearing and speech impaired
1-800-777-1370 (TTY)

[kaiserpermanente.org](https://www.kaiserpermanente.org)

Rohnert Park ● Medical offices
5900 State Farm Drive

Roseville ■ Medical center
1600 Eureka Road

● Medical offices
1001 Riverside Ave.

Sacramento ■ Medical centers
2025 Morse Ave.
6600 Bruceville Road

● Medical offices
1650 Response Road
2345 Fair Oaks Blvd.

San Bruno ● Medical offices
801 Traeger Ave.
901 El Camino Real

San Francisco ■ Medical center
2425 Geary Blvd.

San Jose ■ Medical center
250 Hospital Parkway

San Rafael ■ Medical center
99 Montecillo Road

● Medical offices
1033 3rd St.
1540 5th Ave.

Santa Clara ■ Medical center
900 Kiely Blvd.

Santa Rosa ■ Medical center
401 Bicentennial Way

● Medical offices
3925 Old Redwood Highway

Selma ● Medical offices
2651 Highland Ave.

South San Francisco ■ Medical center
1200 El Camino Real

Stinson Beach ○ Medical offices
3419 State Route 1

Stockton ● Medical offices
7373 West Lane

□ Affiliated plan hospital
525 W. Acacia St.
(Dameron Hospital¹)

Turlock ○ Medical offices
711 E. Hawkeye Ave., Suite 3
(Nirbhai Hundal, MD)

800 Delbon Ave., Suite A
(Turlock Medical Office)

1100 Delbon Ave.
(Turlock Pediatric
Medical Group)

1729 N. Olive Ave., Suite 7
(Maryam Esho, MD)

1860 Colorado Ave.
(Jagmohan Bhinder, MD)

2101 Geer Road, Suite 303
(Rodney Avila, DO)

□ Affiliated plan hospital
825 Delbon Ave.
(Emanuel Medical Center¹)

Union City ● Medical offices
3553 Whipple Road
3555 Whipple Road

Vacaville ● Medical offices
3700 Vaca Valley Parkway

Vallejo ■ Medical center
975 Sereno Drive

Walnut Creek ■ Medical center
1425 S. Main St.

● Medical offices
320 Lennon Lane

¹ Affiliated plan facilities provide selected inpatient and/or outpatient hospital and emergency services.

