

After-hours care and minor injury center locations in Northern California

After-hours care¹

Alameda County

Hayward-Sleepy Hollow Medical Offices

27303 Sleepy Hollow Ave.

Hayward, CA 94545

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/hayward

Oakland Medical Center

3600 Broadway

Oakland, CA 94611

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/oakland

Union City Medical Offices

3553 Whipple Rd., Building B

Union City, CA 94587

Adult Medicine:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/unioncity

Contra Costa County

Antioch Medical Center

4501 Sand Creek Rd.

Antioch, CA 94531

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/diablo

Delta Fair Medical Offices

3400 Delta Fair Blvd.

Antioch, CA 94509

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/diablo

Livermore Medical Offices

3000 Las Positas Rd.

Livermore, CA 94551

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/diablo

Martinez Medical Offices

200 Muir Rd.

Martinez, CA 94553

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/diablo

Park Shadelands Medical Offices

320 Lennon Ln.

Walnut Creek, CA 94598

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/diablo

Richmond Medical Center

901 Nevin Ave.

Richmond, CA 94801

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/richmond

San Ramon Medical Offices

2300 Camino Ramon

San Ramon, CA 94583

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/diablo

Walnut Creek Medical Center

1425 S. Main St.

Walnut Creek, CA 94596

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/diablo

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Fresno County

Fresno Medical Center

7300 N. Fresno St.

Fresno, CA 93720

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/fresno

Marin County

San Rafael Medical Center

99 Montecillo Rd.

San Rafael, CA 94903

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/sanrafael

Placer County

Lincoln Medical Offices

1900 Dresden Dr.

Lincoln, CA 95648

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/sacramento

Roseville Medical Center

1600 Eureka Rd.

Roseville, CA 95661

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/roseville

Roseville Medical Offices – Riverside

1001 Riverside Ave.

Roseville, CA 95678

Adult Medicine:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/roseville

Sacramento County

Downtown Commons Medical Offices

501 J St.

Sacramento, CA 95814

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/downtownsacramento

Elk Grove Medical Offices

9201 Big Horn Blvd.

Elk Grove, CA 95758

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/southsacramento

Elk Grove Promenade Medical Offices

10305 Promenade Pkwy.

Elk Grove, CA 95757

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/southsacramento

Fair Oaks Medical Offices – Sacramento

2345 Fair Oaks Blvd.

Sacramento, CA 95825

Adult Medicine:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/sacramento

Folsom Medical Offices

2155 Iron Point Rd.

Folsom, CA 95630

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/sacramento

Point West Medical Offices

1650 Response Rd.

Sacramento, CA 95815

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/sacramento

After-hours care and minor injury center locations in Northern California *(continued)*

Rancho Cordova Medical Offices

10725 International Dr.

Rancho Cordova, CA 95670

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/sacramento

South Sacramento Medical Center

6600 Bruceville Rd.

Sacramento, CA 95823

Urgent Care Center:

7 days a week, 3 p.m. to midnight; walk-ins accepted

Advice/Appointment: 916-688-2106

kp.org/southsacramento

San Francisco County

Mission Bay Medical Offices

1600 Owens St.

San Francisco, CA 94158

Adult Medicine and Pediatrics:

Call for same-day appointment, walk-ins accepted

Advice/Appointment: 1-866-454-8855

kp.org/sanfrancisco

San Francisco Medical Center

2238 Geary Blvd.

San Francisco, CA 94115

Adult Medicine and Pediatrics:

Call for same-day appointment, walk-ins accepted

Advice/Appointment: 1-866-454-8855

kp.org/sanfrancisco

San Joaquin County

Manteca Medical Offices

1721 W. Yosemite Ave.

Manteca, CA 95337

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/centralvalley

Stockton Medical Offices

7373 West Ln.

Stockton, CA 95210

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/centralvalley

San Mateo County

Daly City Medical Offices

395 Hickey Blvd.

Daly City, CA 94015

Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/southsanfrancisco

Redwood City Medical Center

1100 Veterans Blvd.

Redwood City, CA 94063

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/redwoodcity

South San Francisco Medical Center

1200 El Camino Real

South San Francisco, CA 94080

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/southsanfrancisco

Santa Clara County

San Jose Medical Center

250 Hospital Pkwy.

San Jose, CA 95119

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/sanjose

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Santa Cruz County

Scotts Valley Medical Offices

5615 Scotts Valley Dr.

Scotts Valley, CA 95066

Adult Medicine and Pediatrics:

Call for same-day appointment, walk-ins accepted

Advice/Appointment: 831-430-2740

kp.org/santacruz

Yolo County

Davis Medical Offices

1955 Cowell Blvd.

Davis, CA 95618

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/sacramento

Solano County

Vacaville Medical Center

1 Quality Dr.

Vacaville, CA 95688

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/vacaville

Vallejo Medical Center

975 Sereno Dr.

Vallejo, CA 94589

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/vallejo

Sonoma County

Santa Rosa Medical Center

401 Bicentennial Way

Santa Rosa, CA 95403

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/santarosa

Stanislaus County

Modesto Medical Offices

4601 Dale Rd.

Modesto, CA 95356

Adult Medicine and Pediatrics:

By appointment only, call for same-day appointment

Advice/Appointment: 1-866-454-8855

kp.org/centralvalley

Minor Injury Centers²

Alameda County

Pleasanton Medical Offices

7601 Stoneridge Dr.

Pleasanton, CA 94588

Monday through Friday, 8:30 a.m. to noon
and 1:30 to 5 p.m.; Saturday 8:30 a.m. to noon

Advice/Appointment: 1-866-454-8855

kp.org/diablo

Contra Costa County

Antioch Medical Center

4501 Sand Creek Rd.

Antioch, CA 94531

7 days a week, 8:30 a.m. to 12:30 p.m.,
1:30 to 5 p.m., and 6 to 10 p.m.

Advice/Appointment: 1-866-454-8855

kp.org/diablo

Walnut Creek Medical Center

1425 S. Main St.

Walnut Creek, CA 94596

7 days a week, 8:30 a.m. to 12:15 p.m.,
1:15 to 4:45 p.m., and 6 to 9:30 p.m.

Advice/Appointment: 1-866-454-8855

kp.org/diablo

San Francisco County

Mission Bay Medical Offices

1600 Owens St.

San Francisco, CA 94158

Monday through Friday,

8:30 a.m. to 5 p.m.

Advice/Appointment: 415-833-2291

kp.org/sanfrancisco

San Francisco Medical Center

2238 Geary Blvd.

San Francisco, CA 94115

Monday through Friday, 8:30 a.m. to 7:30 p.m.;
weekends, 9 a.m. to 5:30 p.m.

Advice/Appointment: 415-833-2291

kp.org/sanfrancisco

San Mateo County

South San Francisco Medical Center

1200 El Camino Real, 3rd Floor

South San Francisco, CA 94080

Monday through Friday, 8:30 a.m. to 5:30 p.m.;
weekends, 9:30 a.m. to 6 p.m.

Advice/Appointment: 650-742-2188

kp.org/southsanfrancisco

Santa Clara County

Campbell Medical Offices

220 E. Hacienda Ave.

Campbell, CA 95008

Monday through Friday,

9 a.m. to 12:30 p.m. and 1:30 to 5 p.m.

Advice/Appointment: 408-871-9440

kp.org/santaclara

Milpitas Medical Offices

770 E. Calaveras Blvd.

Milpitas, CA 95035

Monday through Friday,

8:30 a.m. to 12:15 p.m. and 1:30 to 5 p.m.

Advice/Appointment: 408-945-2933

kp.org/milpitas

Mountain View Medical Offices

555 Castro St.

Mountain View, CA 94041

Monday through Friday,

8:30 a.m. to 12:30 p.m. and 1:30 to 5 p.m.

Advice/Appointment: 650-903-3020

kp.org/mountainview

Santa Clara Medical Offices

710 Lawrence Expwy.

Santa Clara, CA 95051

By appointment only

Advice/Appointment: 1-866-454-8855

kp.org/santaclara

After-hours care and minor injury center locations in Northern California *(continued)*

Skyport Medical Offices

1721 Technology Dr.

San Jose, CA 95110

Monday through Friday,

8:30 a.m. to 5 p.m.

Advice/Appointment: 408-436-6900

kp.org/skyport

¹ An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.

² Minor Injury Center is for minor injuries and cuts only, and is by appointment only. For illnesses, call for a same-day appointment in Adult Medicine, Pediatrics, or Women's Health (Ob-Gyn).

Language Assistance Services

English: Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

Arabic: خدمات الترجمة الفورية متوفرة لك مجانًا على مدار الساعة كافة أيام الأسبوع. بإمكانك طلب خدمة الترجمة الفورية أو ترجمة وثائقك أو لصيغ أخرى. ما عليك سوى الاتصال بنا على الرقم **1-800-464-4000** على مدار الساعة كافة أيام الأسبوع (مغلق أيام العطلات). لمستخدمي خدمة الهاتف النصي يرجى الاتصال على الرقم (711).

Armenian: Ձեզ կարող է անվճար օգնություն տրամադրվել լեզվի հարցում՝ օրը 24 ժամ, շաբաթը 7 օր: Դուք կարող եք պահանջել բանավոր թարգմանչի ծառայություններ, Ձեր լեզվով թարգմանված կամ այլընտրանքային ձևաչափով պատրաստված նյութեր: Պարզապես զանգահարեք մեզ՝ **1-800-464-4000** հեռախոսահամարով՝ օրը 24 ժամ՝ շաբաթը 7 օր (տոն օրերին փակ է): TTY-ից օգտվողները պետք է զանգահարեն **711**:

Chinese: 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。我們每週 7 天，每天 24 小時均歡迎您打電話 **1-800-757-7585** 前來聯絡（節假日 休息）。聽障及語障專線 (TTY) 使用者請撥 **711**。

Farsi: خدمات زبانی در 24 ساعت شبانروز و 7 روز هفته بدون اخذ هزینه در اختیار شما است. شما می توانید برای خدمات مترجم شفاهی، ترجمه جزوات به زبان شما و یا به صورتهای دیگر درخواست کنید. کفایت در 24 ساعت شبانروز و 7 روز هفته (به استثنای روزهای تعطیل) با ما به شماره **1-800-464-4000** تماس بگیرید. کاربران TTY با شماره **711** تماس بگیرند.

Hindi: बिना किसी लागत के दुभाषिया सेवाएँ, दिन के 24 घंटे, सप्ताह के सातों दिन उपलब्ध हैं। आप एक दुभाषिये की सेवाओं के लिए, बिना किसी लागत के सामग्रियों को अपनी भाषा में अनुवाद करवाने के लिए, या वैकल्पिक प्रारूपों के लिए अनुरोध कर सकते हैं। बस केवल हमें **1-800-464-4000** पर, दिन के 24 घंटे, सप्ताह के सातों दिन (छुट्टियों वाले दिन बंद रहता है) कॉल करें। TTY उपयोगकर्ता **711** पर कॉल करें।

Hmong: Muajkwc pab txhais lus pub dawb rau koj, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg. Koj thov tau cov kev pab txhais lus, muab cov ntaub ntawv txhais ua koj hom lus, los yog ua lwm hom. Tsuas hu rau **1-800-464-4000**, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg (cov hnuv caiv kaw). Cov neeg siv TTY hu **711**.

Japanese: 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語に翻訳された資料、あるいは資料を別の書式でも依頼できます。お気軽に **1-800-464-4000** までお電話ください（祭日を除き年中無休）。TTYユーザーは **711** にお電話ください。

Khmer: ជំនួយភាសា គឺមានឥតអស់ថ្លៃដល់អ្នកឡើយ 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ។ អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែ សំភារៈដែលបានបកប្រែទៅជាភាសាខ្មែរ ឬជាទម្រង់ផ្សេងទៀត។ គ្រាន់តែទូរស័ព្ទមកយើង តាមលេខ **1-800-464-4000** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ (បិទថ្ងៃបុណ្យ)។ អ្នកប្រើ TTY ហៅលេខ **711**។

Korean: 요일 및 시간에 관계없이 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하는 통역 서비스, 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 요일 및 시간에 관계없이 **1-800-464-4000** 번으로 전화하십시오 (공휴일 휴무). TTY 사용자 번호 **711**.

Navajo: Saad bee áká'a'ayeed náhóló t'áá jiik'é, naadiin doo bibaa' dǫ́í' ahéé'iikeed tsosts'id yiskáají damoo ná'ádleehjí. Atah halne'é áká'adoolwohígíí jókí, t'áadoo le'é t'áá hóhazaadjí hadilyaa'go, éí doodaii' nááná lá ał'aa ádaat'ehígíí bee hádadilyaa'go. Kojí hodiilnih **1-800-464-4000**, naadiin doo bibaa' dǫ́í' ahéé'iikeed tsosts'id yiskáají damoo ná'ádleehjí [Dahodiyin biniiyé e'e'aahgo éí da'deelkaaló. TTY chodeeyoolínígíí kojí hodiilnih **711**

Punjabi: ਬਿਨਾਂ ਕਿਸੀ ਲਾਗਤ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਦੁਭਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੈ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀ ਮਦਦ ਲਈ, ਸਮੱਗਰੀਆਂ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ, ਜਾਂ ਕਿਸੇ ਵੱਖ ਫਾਰਮੈਟ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। ਬਸ ਸਿਰਫ਼ ਸਾਨੂੰ **1-800-464-4000** ਤੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਫ਼ੋਨ ਕਰੋ। TTY ਦਾ ਉਪਯੋਗ ਕਰਨ ਵਾਲੇ **711** 'ਤੇ ਫ਼ੋਨ ਕਰਨ।

Russian: Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону **1-800-464-4000**, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру **711**.

Spanish: Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al **1-800-788-0616**, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

Tagalog: May magagamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maaari kang humingi ng mga serbisyo ng tagasalin sa wika, mga babasahin na isinalin sa iyong wika o sa mga alternatibong format. Tawagan lamang kami sa **1-800-464-4000**, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumagamit ng TTY ay maaaring tumawag sa **711**.

Thai: เรามีบริการล่ามฟรีสำหรับคุณตลอด 24 ชั่วโมงทุกวันตลอดชั่วโมงทำการของเราคุณสามารถขอให้ล่ามช่วยตอบคำถามของคุณที่เกี่ยวข้องกับความคุ้มครองการดูแลสุขภาพของเราและคุณยังสามารถขอให้มีการแปลเอกสารเป็นภาษาที่คุณใช้ได้โดยไม่ต้องมีการคิดค่าบริการเพียงโทรหาเราที่หมายเลข **1-800-464-4000** ตลอด 24 ชั่วโมงทุกวัน (ปิดให้บริการในวันหยุดราชการ) ผู้ใช้ TTY โปรดโทรไปที่ **711**

Vietnamese: Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số **1-800-464-4000**, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi **711**.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. In addition, you may request health plan materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs. For more information, call **1-800-464-4000** (TTY users call **711**).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. A grievance includes a complaint or an appeal. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your *Evidence of Coverage* or *Certificate of Insurance*, or speak with a Member Services representative for the dispute resolution options that apply to you. This is especially important if you are a Medicare, MediCal, MRMIP, MediCal Access, FEHBP, or CalPERS member because you have different dispute resolution options available.

You may submit a grievance in the following ways:

- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to *Your Guidebook* for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to *Your Guidebook* for addresses)
- By calling our Member Service Contact Center toll free at **1-800-464-4000** (TTY users call **711**)
- By completing the grievance form on our website at kp.org

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

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 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, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Kaiser Permanente no discrimina a ninguna persona por su edad, raza, etnia, color, país de origen, antecedentes culturales, ascendencia, religión, sexo, identidad de género, expresión de género, orientación sexual, estado civil, discapacidad física o mental, fuente de pago, información genética, ciudadanía, lengua materna o estado migratorio.

La Central de Llamadas de Servicio a los Miembros (Member Service Contact Center) brinda servicios de asistencia con el idioma las 24 horas del día, los siete días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Además, puede solicitar los materiales del plan de salud traducidos a su idioma, y también los puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades. Para obtener más información, llame al **1-800-788-0616** (los usuarios de la línea TTY deben llamar al **711**).

Una queja es una expresión de inconformidad que manifiesta usted o su representante autorizado a través del proceso de quejas. Una queja incluye una queja formal o una apelación. Por ejemplo, si usted cree que ha sufrido discriminación de nuestra parte, puede presentar una queja. Consulte su *Evidencia de Cobertura (Evidence of Coverage)* o *Certificado de Seguro (Certificate of Insurance)*, o comuníquese con un representante de Servicio a los Miembros (Member Services) para conocer las opciones de resolución de disputas que le corresponden. Esto tiene especial importancia si es miembro de Medicare, MediCal, MRMIP (Major Risk Medical Insurance Program, Programa de Seguro Médico para Riesgos Mayores), MediCal Access, FEHBP (Federal Employees Health Benefits Program, Programa de Beneficios Médicos para los Empleados Federales) o CalPERS ya que dispone de otras opciones para resolver disputas.

Puede presentar una queja de las siguientes maneras:

- completando un formulario de queja o de reclamación/solicitud de beneficios en una oficina de Servicio a los Miembros ubicada en un centro del plan (consulte las direcciones en *Su Guía*)
- enviando por correo su queja por escrito a una oficina de Servicio a los Miembros en un centro del plan (consulte las direcciones en *Su Guía*)
- llamando a la línea telefónica gratuita de la Central de Llamadas de Servicio a los Miembros al **1-800-788-0616** (los usuarios de la línea TTY deben llamar al **711**)
- completando el formulario de queja en nuestro sitio web en **kp.org**

Llame a nuestra Central de Llamadas de Servicio a los Miembros si necesita ayuda para presentar una queja.

Se le informará al coordinador de derechos civiles (Civil Rights Coordinator) de Kaiser Permanente de todas las quejas relacionadas con la discriminación por motivos de raza, color, país de origen, género, edad o discapacidad. También puede comunicarse directamente con el coordinador de derechos civiles de Kaiser Permanente en One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

También puede presentar una queja formal de derechos civiles de forma electrónica ante la Oficina de Derechos Civiles (Office for Civil Rights) en el Departamento de Salud y Servicios Humanos de los Estados Unidos (U. S. Department of Health and Human Services) mediante el portal de quejas formales de la Oficina de Derechos Civiles (Office for Civil Rights), en ocrportal.hhs.gov/ocr/portal/lobby.jsf, o por correo postal o por teléfono a: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697(línea TDD). Los formularios de queja formal están disponibles en www.hhs.gov/ocr/office/file/index.html.

Kaiser Permanente禁止以年齡、種族、族裔、膚色、原國籍、文化背景、血統、宗教、性別、性別認同、性別表達方式、性取向、婚姻狀況、生理或心理殘障、支付來源、遺傳資訊、公民身份、主要語言或移民身份為由而對任何人進行歧視。

計劃成員服務聯絡中心提供語言協助服務；每週七天**24**小時晝夜服務（法定節假日除外）。本機構在全部辦公時間內免費為您提供口譯服務，其中包括手語。我們還可為您、您的親屬和朋友提供任何必要的特別補助，以便您使用本機構的設施與服務。此外，您還可請求以您的語言提供健康保險計劃資料之譯本，並可請求採用大號字體或其他版本格式提供此類資料的譯本，藉以滿足您的需求。若需詳細資訊，請致電**1-800-757-7585**（TTY專線使用者請撥**711**）。

冤情申訴係指您或您的授權代表透過冤情申訴程序所表達的不滿陳訴。申訴冤情包括投訴或上訴。例如，如果您認為自己受到本機構的歧視，則可提出冤情申訴。若需瞭解可供您選擇的適用爭議解決方案，請參閱您的《承保範圍說明書》（*Evidence of Coverage*）或《保險證明書》（*Certificate of Insurance*），或者與計劃成員服務代表交談。對於Medicare、MediCal、MRMIP、MediCal Access、FEHBP或CalPERS計劃成員，這尤其重要；原因在於，為這些成員提供的爭議解決方案選擇有所不同。

您可透過以下方式提出冤情申訴：

- 於設在本計劃服務設施的某個計劃成員服務處填妥一份《投訴或保險福利索償/請書》（請參閱您的《通訊地址指南冊》，以便查找相關地址）
- 將您的冤情申訴書郵寄至設在本計劃服務設施的某個計劃成員服務處（請參閱您的《通訊地址指南冊》，以便查找相關地址）
- 免費致電本機構的計劃成員服務聯絡中心，電話號碼是**1-800-757-7585**（TTY專線使用者請撥**711**）
- 在本機構的網站上填妥一份冤情申訴書，網址是**kp.org**

如果您在提交冤情申訴書的過程中需要協助，請致電本機構的計劃成員服務聯絡中心。

涉及種族、膚色、原國籍、性別、年齡或身體殘障歧視的一切冤情申訴都將通告給Kaiser Permanente的民權事務協調員（Civil Rights Coordinator）。您也可與Kaiser Permanente的民權事務協調員直接聯絡；聯絡地址是One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612。

您還可以採用電子方式透過民權辦公處（Office for Civil Rights）的投訴入口網站（Civil Rights Complaint Portal）向美國衛生與公共服務部民權辦公處（U.S. Department of Health and Human Services, Office for Civil Rights）提出民權投訴，網址是ocrportal.hhs.gov/ocr/portal/lobby.jsf；或者按照如下聯絡資訊採用郵寄或電話方式聯絡：U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697（TDD專線）。可從網站上下載投訴書，網址是www.hhs.gov/ocr/office/file/index.html。