Care while you're away at college

Getting care may look different while you're away from home

Routine in-person care

Get routine and preventive care before heading to school so your daily health needs are covered. Chat with your doctor about any health concerns, sleep issues, prescriptions, immunizations, and mental health needs.

If you need routine care while you're away at school, how you get it depends on where your college is located:

- **My school is in the same state as my home.** Getting routine care works the same as when you're home. Visit your personal doctor or a Kaiser Permanente facility near your school.
- **My school is in a different Kaiser Permanente state.** Kaiser Permanente is in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.[1] If your school and home are in different states, set up a visiting medical record number for your new state. Then, you can get routine care at a Kaiser Permanente facility near your school.
- **My school isn't in a Kaiser Permanente state.** Routine in-person care isn't covered while you're away at college. You'll have to pay out of pocket for routine care outside Kaiser Permanente. However, certain plans in Colorado, Hawaii, Oregon, and Southwest Washington offer limited out-of-area dependent coverage. To find out if the plan qualifies, members can call the Travel Line at **951-268-3900.**



How to set up a visiting medical record number

If your school is in another Kaiser Permanente state, you'll need to add that area of care to your account.

- **Online –** Sign in to your kp.org account. In the top-right corner next to **Region of care,** click on your region and select **Add a region of care.**
- **In the Kaiser Permanente app –** Tap on the profile icon in the top-right corner. Select **Area of Care** and **Add an Area of Care.** Not available on the Kaiser Permanente Washington app.

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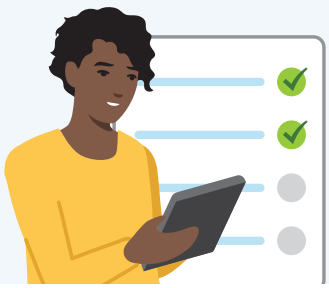
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Before you go

- Get routine care and new prescriptions.
- Create a kp.org account and download the Kaiser Permanente app.[6]
- Set up a visiting medical record number if needed.
- Set up prescription refill reminders.

While you're away

- Use our app to email your doctor with nonurgent health questions, have refills delivered to you, and more.[7]
- Get care by phone or online anytime.[8]
- Call the Away from Home Travel Line to get help whenever you need it: **951-268-3900** (TTY **711**).[9]
- Visit **kp.org/travel**.



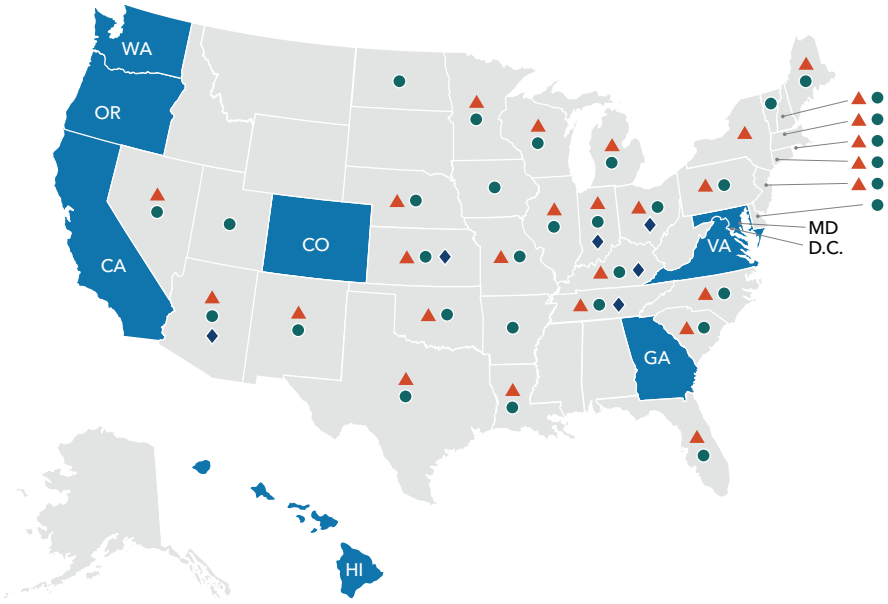
24/7 virtual care

Get care and advice by phone or online from a Kaiser Permanante clinician anytime, across the U.S.[2] Phone and video visits work well for issues that don't need an in-person exam – like a urinary tract infection or the flu. Sign in to your kp.org account to find the right care method for you and see what's available.

Urgent and emergency care

You're covered for urgent and emergency care anywhere in the world.[3] When you're in a Kaiser Permanente state, you can visit one of our facilities for urgent care. Outside Kaiser Permanente states, you'll pay only your copay or coinsurance at many locations, including Cigna Healthcare℠ PPO Network providers, Concentra Urgent Care, MinuteClinic locations, and The Little Clinic.[4,5]

Where to get care while you're away at school



Kaiser Permanente · Cigna Healthcare PPO Network · Concentra Urgent Care
MinuteClinic, including pharmacies · The Little Clinic, including pharmacies

Visit **kp.org/travel** to learn more about getting care while you're away at school.

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1. Maryland, Virginia, and Washington, D.C., are the same area of care. Students from this area don't need to set up a visiting medical record number. Northern California and Southern California are different areas of care. Southwest Washington is a different area of care than the rest of the state. California and Washington students whose home and school are in different parts of the state should set up a visiting medical record number. **2.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. **3.** If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. **4.** The Cigna Healthcare℠ PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. **5.** When you access Cigna Healthcare, Concentra Urgent Care, MinuteClinic locations, and The Little Clinic providers, your coverage will vary by the type of Kaiser Permanente health plan. **6.** Kaiser Permanente Washington members must download the Kaiser Permanente Washington app. **7.** These features apply to care you get at Kaiser Permanente facilities. Prescription delivery may not be available in select states due to licensing laws. Laws differ by state. To use the Kaiser Permanente app, you must be a member registered on kp.org. **8.** See note 2. **9.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

The Cigna Healthcare PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc.

The Cigna Healthcare PPO Network is not available to members enrolled in 3-Tier Point-of-Service (POS) and PPO coverage issued by Kaiser Foundation Health Plan of the Northwest, Kaiser Foundation Health Plan of Washington, and Kaiser Foundation Health Plan of Washington Options, Inc.

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