

# Care for all that is you





# Experience health care designed with you in mind

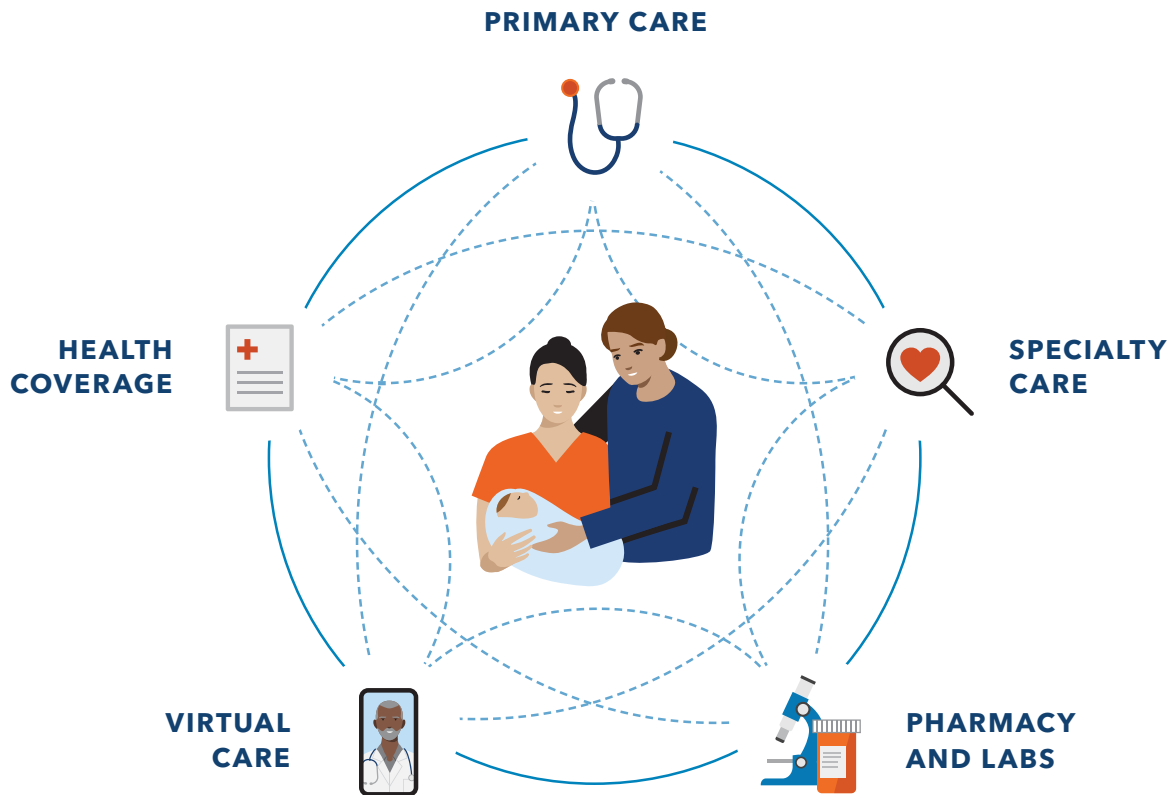
You deserve high-quality care for your total health, whatever you need – from routine checkups to complex treatments to mental wellness support.

No matter what your priority is, ours is providing excellent care – for the you who's feeling great, the you who needs support, and every you in between.



Discover how we can help you stay healthy and doing what you love at [kp.org/choosekp](https://kp.org/choosekp).





## A different kind of care

Your health care should make your life easier – with doctors, hospitals, and health plan benefits that are all connected and focused on providing you with exceptional care.

### With Kaiser Permanente, you get

Personalized care from  
top specialists

24/7 access to care  
wherever you are

Predictable costs and  
less paperwork

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**Members stay with Kaiser Permanente nearly 3 times as long as other health plans.<sup>1</sup>**

# Care that's **personalized**

**For the you who deserves to be seen and heard**

You need a doctor who understands you. Someone who'll learn your lifestyle, health risks, and goals. At Kaiser Permanente, you don't have to repeat yourself every time you visit the doctor. Your care team has access to your entire medical history through your electronic health record, so they know you and your story.

You can also change your doctor anytime and choose from many clinicians who speak more than one language, so it's easy to find the perfect match for you.

“ From seeing the doctor to getting lab work, I knew exactly where to go and the flow was seamless. ”

– Kaiser Permanente member

We guide you through every step of your care



**Your health history lives in your electronic health record.**



**Your doctor guides you through appointments and referrals.**



**Your health record is available to you and your care team 24/7.**



**Your care team lets you know when to schedule checkups and tests.**



# Care that's world class

## For the you who expects the best

No matter your needs – mental health, maternity, cancer care, heart health, and beyond – you have access to expert doctors, cutting-edge technology, and the latest evidence-based care.



Explore high-quality care options for every health need at [kp.org/choosekp](https://kp.org/choosekp).

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## We're a national leader in outcomes

We lead the nation in outcomes for conditions like cancer and heart disease, and we're among the top-rated health plans in every state we serve.<sup>2,3,4,5,6</sup>



## Kaiser Permanente members are

33% more likely to **survive heart disease**<sup>5</sup>

52% more likely to **survive colorectal cancer**<sup>6</sup>

20% **less likely to die early** of cancer<sup>5</sup>

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## Recognized excellence in stroke and heart disease care<sup>7</sup>

The American Heart Association and American Stroke Association's Get With The Guidelines® program has recognized **38 of our medical centers** for commitment to excellence in the treatment of stroke or heart disease.

# Care that's convenient

## For the you with a busy schedule

Visit **kp.org** or use our app to make a routine same-day or next-day appointment, or talk to a clinician 24/7 by phone or video.<sup>8</sup> No matter how you connect, you'll always speak with a medical professional who can see your health history and pick up where you left off.



### Your health at your fingertips

- Get 24/7 virtual care.
- Email your care team.
- View most lab results and doctor's notes.
- Refill most prescriptions.
- Check in for appointments.
- Pay bills and view statements.



More than half of members  
**avoided a trip to the ER**  
or urgent care by meeting a  
clinician for a video visit.<sup>9</sup>

# Care you can **count on**

## For the you who wants dependable service

You should always have the right care – when and where you need it. Choose the Kaiser Permanente doctors and locations that work best for you, and know your care team is connected to a national network of specialists and services.

### At Kaiser Permanente, most members say they get primary care appointments as soon as they expect – or sooner.<sup>10</sup>

You can get timely, convenient service with:

- ✓ More primary care appointments
- ✓ Quick lab results
- ✓ 24/7 virtual care
- ✓ A large clinician network



See how to get care that meets you where you are at [kp.org/choosekp](https://kp.org/choosekp).



#### Mail-order pharmacy

- Easy refills online, in person, or over the phone
- Same-day pickup
- Most prescriptions delivered to your front door
- Same-day or next-day home delivery available for an additional fee<sup>11</sup>



#### Care while traveling

- Help with vaccinations, prescription refills, and more
- Urgent and emergency care worldwide – not just at Kaiser Permanente facilities



# Care that's **all-encompassing**

For the you who wants to explore all your health options

Kaiser Permanente members can get help with depression, anxiety, addiction, and mental or emotional health – without a referral for mental health care within Kaiser Permanente. Share your concerns with anyone on your care team at any time, and they can connect you to the support you need.

- Individual or group therapy
- Health classes<sup>12</sup>
- Medication
- Self-care resources
- Mental wellness apps<sup>13</sup>

Not sure where to start? Talk to your personal doctor about your concerns or call us to talk with our mental health team.



## Resources for your everyday wellness

Take advantage of classes, services, and programs to help you achieve your health goals.<sup>14</sup>

- Healthy lifestyle programs<sup>14</sup>
- Wellness coaching<sup>14</sup>



Enjoy special deals

on fitness programs, gym memberships, and online resources.

# Complete care to help you live a fuller, healthier life

With Kaiser Permanente, our trusted care teams coordinate and personalize all your care – so you can spend more time doing what you love.

## Have questions about your plan options?



Visit [kp.org/choosekp](https://kp.org/choosekp) to get started.

Call **1-800-514-0985 (TTY 711)**

Monday through Friday, 7 a.m. to 6 p.m. PT,  
to talk to an enrollment specialist.

Current members with questions can call  
Member Services 24 hours a day,  
7 days a week (closed holidays).

- **1-800-464-4000** (English and more than 150 languages using interpreter services)
- **1-800-788-0616** (Spanish)
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)



1. Kaiser Permanente internal data, 2020; Hanming Fang, PhD, et al., "Trends in Disenrollment and Reenrollment Within US Commercial Health Insurance Plans, 2006-2018," *JAMA Network*, February 24, 2022. 2. Kaiser Permanente 2023 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 2023 and is used with the permission of NCQA. Quality Compass 2023 includes certain 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. 3. 2022 Annual Report, Kaiser Permanente, [about.kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report](https://www.kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report). 4. NCQA's Private Health Insurance Plan Ratings 2023-2024, National Committee for Quality Assurance, 2023: Kaiser Foundation Health Plan of Colorado – HMO (rated 4 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii – HMO (rated 4 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. – HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Northwest – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Washington – HMO (rated 4 out of 5). 5. Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," Kaiser Permanente, July 20, 2022. 6. Theodore R. Levin, MD, et al., "Effects of Organized Colorectal Cancer Screening on Cancer Incidence and Mortality in a Large, Community-Based Population," *Gastroenterology*, November 2018. 7. American Heart Association and American Stroke Association, July 6, 2023. 8. When appropriate and available. 9. Kaiser Permanente GCN Post-Visit Survey of 60,945 members, 2023. 10. Kaiser Permanente National Market Research, November 2023. 11. 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. 12. Some classes may require a fee. 13. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 14. 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.



## 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, or materials translated into your language or alternative formats. You can also request auxiliary aids and devices at our facilities. Call our Member Service Contact Center for help, 24 hours a day, 7 days a week (closed holidays).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- All others: **1-800-464-4000 (TTY 711)**

**Arabic:** خدمات الترجمة الفورية متوفرة لك مجاناً على مدار الساعة كافة أيام الأسبوع. بإمكانك طلب خدمة الترجمة الفورية أو ترجمة وثائق للغتك أو لصيغ أخرى. يمكنك أيضاً طلب مساعدات إضافية وأجهزة في مرافقنا. اتصل مع مركز اتصال خدمة الأعضاء لدينا، على مدار 24 ساعة في اليوم و 7 أيام في الأسبوع (العطلات مغلق).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- جميع الآخرين: **1-800-464-4000 (TTY 711)**

**Armenian:** Ձեզ կարող է անվճար լեզվական աջակցություն տրամադրվել օրը 24 ժամ, շաբաթը 7 օր: Դուք կարող եք պահանջել բանավոր թարգմանչի ծառայություններ, Ձեր լեզվով թարգմանված կամ այլընտրանքային ձևաչափով պատրաստված նյութեր: Դուք նաև կարող եք խնդրել օժանդակ օգնություններ և սարքեր մեր հաստատություններում: Օգնության համար զանգահարեք մեր Անդամների սպասարկման կապի կենտրոն օրը 24 ժամ, շաբաթը 7 օր (տոն օրերին փակ է):

- Medi-Cal՝ **1-855-839-7613 (TTY 711)**
- Այլ՝ **1-800-464-4000 (TTY 711)**

**Chinese:** 我们每周 7 天，每天 24 小时免费提供语言帮助。您可以要求提供口译员、或将材料翻译为您所用语言或其他格式。您还可以在我们的设施中要求使用辅助工具和设备。请打电话给我们的会员服务联络中心，服务时间为每周 7 天，每天 24 小时（节假日除外）。

- 所有会员: **1-800-757-7585 (TTY 711)**

**Farsi:** خدمات زبانی در 24 ساعت شبانهروز و 7 روز هفته به صورت رایگان در اختیار شماست. می‌توانید خدمات مترجم شفاهی، یا ترجمه مدارک به زبان خود یا به فرمت‌های دیگر را درخواست کنید. همچنین می‌توانید دستگاه‌ها و کمک‌های دیگر را در مراکز ما درخواست نمایید. برای دریافت کمک، در 24 ساعت شبانهروز و 7 روز هفته (به جز تعطیلات) با مرکز تماس خدمات اعضای ما تماس بگیرید.

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- سایر: **1-800-464-4000 (TTY 711)**

**Hindi:** बिना किसी लागत के भाषा सहायता, दिन के 24 घंटे, सप्ताह के सातों दिन उपलब्ध हैं। आप दुभाषिये की सेवाओं के लिए, या बिना किसी लागत के सामग्रियों को अपनी भाषा में अनुवाद करवाने के लिए, या वैकल्पिक प्रारूपों का अनुरोध कर सकते हैं। आप हमारे सुविधा-स्थलों में सहायक साधनों और उपकरणों के लिए भी अनुरोध कर सकते हैं। सहायता के लिए हमारी सदस्य सेवाओं के सम्पर्क केंद्र को, दिन के 24 घंटे, सप्ताह के सातों दिन (छुट्टियों वाले दिन बंद रहता है) कॉल करें।

- Medi-Cal: **1-855-839-7613** (TTY 711)
- बाकी दूसरे: **1-800-464-4000** (TTY 711)

**Hmong:** Muaj kev pab txhais lus pub dawb rau koj, 24 teev tuaj ib hnub twg, 7 hnub tuaj 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. Koj kuj thov tau lwm yam kev pab thiab khoom siv hauv peb tej tsev hauj lwm. Hu rau peb Qhov Chaw Pab Cov Tswv Cuab 24 teev tuaj ib hnub twg, 7 hnub tuaj ib lim tiam twg (cov hnub caiv kaw).

- Medi-Cal: **1-855-839-7613** (TTY 711)
- Dua lwm cov: **1-800-464-4000** (TTY 711)

**Japanese:** 多言語による情報支援を無料で 24 時間年中無休で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、あるいは別の形式による資料もご所望いただけます。また、当施設における補助的な支援や機器についてもご所望いただけます。お気軽にご連絡ください（祝祭日を除き 24 時間週 7 日）。

- Medi-Cal: **1-855-839-7613** (TTY 711)
- その他のご連絡先: **1-800-464-4000** (TTY 711)

**Khmer (Cambodian):** ជំនួយភាសា គឺឥតគិតថ្លៃដល់អ្នកឡើយ 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍។ អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែ ឬឯកសារដែលបានបកប្រែ ជាភាសាខ្មែរ ឬទម្រង់ជំនួសផ្សេងៗទៀត។ អ្នកក៏អាចស្នើសុំឧបករណ៍និងបរិក្ខារជំនួយ ទំនាក់ទំនងសម្រាប់អ្នកពិការនៅទីតាំងរបស់យើងផងដែរ។ ទូរស័ព្ទទៅមជ្ឈមណ្ឌល ទំនាក់ទំនងសេវាកម្មសមាជិករបស់យើងសម្រាប់ជំនួយ 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍ (ថ្ងៃឈប់សម្រាកបិទ)។

- Medi-Cal: **1-855-839-7613** (TTY 711)
- ផ្សេងទៀតទាំងអស់: **1-800-464-4000** (TTY 711)

**Korean:** 요일 및 시간에 관계없이 언어지원 서비스를 무료로 이용하실 수 있습니다. 귀하는 통역 서비스 또는 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 또한 저희 시설에서 보조기구 및 기기를 요청하실 수 있습니다. 저희 가입자 서비스 연락 센터에 주 7 일, 하루 24 시간(공휴일 휴무) 전화하셔서 도움을 받으십시오.

- Medi-Cal: **1-855-839-7613** (TTY 711)
- 기타 모든 경우: **1-800-464-4000** (TTY 711)

**Laotian:** ມີການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ, 24 ຊົ່ວໂມງຕໍ່ວັນ, 7 ວັນຕໍ່ອາທິດ. ທ່ານຍັງສາມາດຂໍບໍລິການຜູ້ແປພາສາ ຫຼື ເອກະສານທີ່ແປເປັນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນໄດ້. ທ່ານຍັງສາມາດຂໍອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ເຄື່ອງມືຢູ່ສະຖານບໍລິການຂອງພວກເຮົາໄດ້. ໂທຫາສູນຕິດຕໍ່ບໍລິການສະມາຊິກຂອງພວກເຮົາເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ, 24 ຊົ່ວໂມງຕໍ່ວັນ, 7 ວັນຕໍ່ອາທິດ (ປິດໃນວັນພັກ).

- Medi-Cal: **1-855-839-7613** (TTY 711)
- ອື່ນໆທັງໝົດ: **1-800-464-4000** (TTY 711)

**Mien:** Mbenc nzoih liouh wangv-henh tengx nzie faan waac bun muangx meih maiv cingv, yietc hnoi mbenc maaiah 24 norm ziangh hoc, yietc norm leiz baaix mbenc maaiah 7 hnoi. Meih se haih tov heuc tengx faan benx meih nyei waac bun muangx, a'fai zoux benx nyungc horng hja-sic zoux benx meih nyei waac. Meih corc haih tov tengx nyungc horng hja-dorngx aengx caux jaa-sic nzie bun yiem njiec zorc goux baengc zingh gorn zangc. Beiv hnavg qiemx zuqc longc mienh nzie weih nor douc waac lorx taux yie mbuo ziux goux baengc mienh nyei gorn zangc, yietc hnoi tengx duqv 24 norm ziangh hoc, yietc norm leiz baaix tengx duqv 7 hnoi (simv cuotv gingc nyei hnoi se guon oc).

- Medi-Cal: **1-855-839-7613** (TTY 711)
- Yietc zungv da'nyeic deix: **1-800-464-4000** (TTY 711)

**Navajo:** Díí hózhó nízhooní bee hane' dóó jíik'ah jóóní dooníwo'. Ndik'é yádi naaltsoos bee haz'áanii bee hane' dóó yádi nihookaa dóó nádaáhágíí yádi nihookaa. Shí'ée bee háidíníí bíbee' haz'áanii dóó bee t'ah kodí bízíkiníí wo'da'gi doolyé. Ahéhee' bik'ehgo nohóloqon'ígíí, 24 t'áadawohíí, 7 t'áadawohíigo (t'áadoo t'áálwo').

- Medi-Cal: **1-855-839-7613** (TTY 711)
- Yadilzingo bílk'ehgo bee: **1-800-464-4000** (TTY 711)

**Punjabi:** ਬਿਨਾਂ ਕਿਸੀ ਲਾਗਤ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੈ। ਤੁਸੀਂ ਦੁਆਬੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਲਈ, ਜਾਂ ਸਮੱਗਰੀਆਂ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ, ਜਾਂ ਕਿਸੇ ਵੱਖ ਫਾਰਮੈਟ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਸੀਂ ਸਾਡੀਆਂ ਸੁਵਿਧਾਵਾਂ ਵਿੱਚ ਵੀ ਸਹਾਇਕ ਸਾਧਨਾਂ ਅਤੇ ਉਪਕਰਣਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹਾਂ। ਮਦਦ ਲਈ ਸਾਡੀ ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਦੇ ਸੰਪਰਕ ਕੇਂਦਰ ਨੂੰ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਕਾਲ ਕਰੋ।

- Medi-Cal: **1-855-839-7613** (TTY 711)
- ਹੋਰ ਸਾਰੇ: **1-800-464-4000** (TTY 711)

**Russian:** Языковая помощь доступна для вас бесплатно круглосуточно, ежедневно. Вы можете запросить услуги переводчика или материалы, переведенные на ваш язык или в альтернативные форматы. Вы также можете заказать вспомогательные средства и приспособления. Для получения помощи позвоните в наш центр обслуживания участников ежедневно, круглосуточно (кроме праздничных дней).

- Medi-Cal: **1-855-839-7613** (линия TTY 711)
- Все остальные: **1-800-464-4000** (линия TTY 711)



**Spanish:** Tenemos disponible asistencia en su idioma sin ningún costo para usted 24 horas al día, 7 días a la semana. Usted puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o formatos alternativos. También puede solicitar recursos para discapacidades en nuestros centros de atención. Llame a nuestra Central de Llamadas de Servicio a los Miembros para recibir ayuda 24 horas al día, 7 días a la semana (excepto los días festivos).

- Para todos los demás: **1-800-788-0616 (TTY 711)**

**Tagalog:** May magagamit na tulong sa wika nang wala kayong babayaran, 24 na oras sa isang araw, 7 araw sa isang linggo. Maaari kayong humiling ng mga serbisyo ng interpreter, o mga babasahin na isinalin sa inyong wika o sa mga alternatibong format. Maaari rin kayong humiling ng mga pantulong na gamit at device sa aming mga pasilidad. Tawagan ang aming Center sa Pakikipag-ugnayan ng Serbisyo sa Miyembro para sa tulong, 24 na oras sa isang araw, 7 araw sa isang linggo (sarado sa mga pista opisyal).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- Lahat ng iba pa: **1-800-464-4000 (TTY 711)**

**Thai:** มีบริการช่วยเหลือด้านภาษาตลอด 24 ชั่วโมงทุกวันโดยไม่มีค่าใช้จ่าย โดยคุณสามารถขอใช้บริการล่าม บริการแปลเอกสารเป็นภาษาของคุณหรือในรูปแบบอื่นๆ ได้ คุณสามารถขออุปกรณ์และเครื่องมือช่วยเหลือได้ที่ศูนย์บริการของเราโดยโทรหาเราที่ศูนย์ติดต่อฝ่ายบริการสมาชิกของเราเพื่อขอความช่วยเหลือตลอด 24 ชั่วโมงทุกวัน (ปิดทำการในช่วงวันหยุด)

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- ที่อื่นๆทั้งหมด: **1-800-464-4000 (TTY 711)**

**Ukrainian:** Послуги перекладача надаються безкоштовно, цілодобово, 7 днів на тиждень. Ви можете зробити запит на послуги усного перекладача або отримання матеріалів у перекладі мовою, якою володієте, чи в альтернативних форматах. Також ви можете зробити запит на отримання допоміжних засобів і пристроїв у закладах нашої мережі компаній. Телефонуйте в наш контактний центр для обслуговування клієнтів цілодобово, 7 днів на тиждень (крім святкових днів).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- Усі інші: **1-800-464-4000 (TTY 711)**

**Vietnamese:** Dịch vụ hỗ trợ ngôn ngữ 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, hoặc tài liệu được dịch ra ngôn ngữ của quý vị hoặc nhiều hình thức khác. Quý vị cũng có thể yêu cầu các phương tiện trợ giúp và thiết bị hỗ trợ tại các cơ sở của chúng tôi. Gọi cho Trung Tâm Liên Lạc ban Dịch Vụ Hội Viên của chúng tôi để được trợ giúp, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- Mọi chương trình khác: **1-800-464-4000 (TTY 711)**

## Nondiscrimination Notice

Discrimination is against the law. Kaiser Permanente<sup>1</sup> follows State and Federal civil rights laws.

Kaiser Permanente does not unlawfully discriminate, exclude people, or treat them differently because of age, race, ethnic group identification, color, national origin, cultural background, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, medical condition, source of payment, genetic information, citizenship, primary language, or immigration status.

Kaiser Permanente provides the following services:

- No-cost aids and services to people with disabilities to help them communicate better with us, such as:
  - ◆ Qualified sign language interpreters
  - ◆ Written information in other formats (braille, large print, audio, accessible electronic formats, and other formats)
- 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 our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays). The call is free:

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- All others: **1-800-464-4000 (TTY 711)**

Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, or another format, call our Member Service Contact Center and ask for the format you need.

### How to file a grievance with Kaiser Permanente

You can file a discrimination grievance with Kaiser Permanente if you believe we have failed to provide these services or unlawfully discriminated in another way. You can file a grievance by phone, by mail, in person, or online. Please refer to your *Evidence of Coverage or Certificate of Insurance* for details. You can call Member Services for more information on the options that apply to you, or for help filing a grievance. You may file a discrimination grievance in the following ways:

- **By phone:** Medi-Cal members may call **1-855-839-7613 (TTY 711)**. All other members may call **1-800-464-4000 (TTY 711)**. Help is available 24 hours a day, 7 days a week (closed holidays)
- **By mail:** Download a form at **kp.org** or call Member Services and ask them to send you a form that you can send back.

<sup>1</sup> Kaiser Permanente is inclusive of Kaiser Foundation Health Plan, Inc, Kaiser Foundation Hospitals, The Permanente Medical Group, and the Southern California Medical Group

- **In person:** Fill out a Complaint or Benefit Claim/Request form at a member services office located at a Plan Facility (go to your provider directory at [kp.org/facilities](http://kp.org/facilities) for addresses)
- **Online:** Use the online form on our website at **kp.org**

You may also contact the Kaiser Permanente Civil Rights Coordinator directly at the addresses below:

**Attn: Kaiser Permanente Civil Rights Coordinator**  
Member Relations Grievance Operations  
P.O. Box 939001  
San Diego CA 92193

### **How to file a grievance with the California Department of Health Care Services Office of Civil Rights** *(For Medi-Cal Beneficiaries Only)*

You can also file a civil rights complaint with the California Department of Health Care Services Office of Civil Rights in writing, by phone or by email:

- **By phone:** Call DHCS Office of Civil Rights at **916-440-7370** (TTY **711**)
- **By mail:** Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights  
Department of Health Care Services  
Office of Civil Rights  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413

Complaint forms are available at: [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx)

- **Online:** Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov)

### **How to file a grievance with the U.S. Department of Health and Human Services Office of Civil Rights**

You can file a discrimination complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You can file your complaint in writing, by phone, or online:

- **By phone:** Call **1-800-368-1019** (TTY **711** or **1-800-537-7697**)
- **By mail:** Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Complaint forms are available at:

<https://www.hhs.gov/ocr/complaints/index.html>



Notes

Handwriting practice lines consisting of 25 horizontal dotted lines.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 2715 Naches Ave. SW, Renton, WA 98057

# Expect great care when you're expecting

## Maternity care at Kaiser Permanente

Nearly 120,000 babies were born at Kaiser Permanente last year. That's a lot of glowing moms-to-be, nervous partners, and adorable new arrivals. But we also make sure having your baby with us is unique and special for you and your growing family.

### Personalized care from a dedicated team

Your prenatal care team is there to help keep you and your baby healthy, empower and support you throughout your pregnancy, and help you have the birth experience you want. Your care team consists of a doctor, and may include a midwife who you can choose to see during your pregnancy.

**Obstetricians** are doctors who care for pregnant women and deliver babies. And 94% of our ob-gyns are board-certified – that means they've had extra training to become highly skilled in their field.

**Certified nurse-midwives** are board-certified advanced practice registered nurses who specialize in maternity care and infant delivery. Midwives deliver babies and provide holistic family-centered care during pregnancy, labor, and after birth.<sup>1</sup>

*(continues on back)*



### Support for a healthy pregnancy

We're here for you before, during, and after the birth of your baby.

Visit [kp.org/classes](https://kp.org/classes) to explore classes and programs for expecting parents – including:<sup>2</sup>

- Preparing for childbirth
- Prenatal yoga
- Breastfeeding
- Newborn care

Go to [kp.org/maternity](https://kp.org/maternity) for in-depth resources for every stage of pregnancy, labor and delivery, and your baby's first few weeks at home.

Come back often for articles, checklists, videos, virtual tours of our maternity wards, and more.

## Planning for a positive delivery day experience

Giving birth is hard work – but you get an amazing reward at the end. Making a birth plan lets you tell us how you envision your day, so we can do our best to honor your wishes and help you have a safe, positive experience.

- Download a birth plan at **kp.org/birthplan**.
- Fill it out and share it with your prenatal care provider.
- We'll add it to your electronic health record so your care team can review it for delivery day.

## If you and your baby need specialized care

Learning that your pregnancy is high-risk can be scary – but many of our high-risk moms-to-be have healthy pregnancies and healthy babies. Any specialty prenatal care you may need will be built into your maternity care plan.

If you're high-risk, you'll see a perinatologist who specializes in complicated pregnancies. And if your baby needs extra TLC, our highly trained neonatal intensive care teams provide specialized care for newborns with unique needs.

## Breastfeeding your baby for a healthy start in life

Experts recommend feeding your baby nothing but breast milk for the first 6 months. Learning to breastfeed can be difficult and frustrating – many new moms struggle at first.

If you choose to nurse your baby, you'll get plenty of support from us. Board-certified lactation consultants are available to give you one-on-one support – both in the hospital and after you go home.

To learn more, go to **kp.org/breastfeeding**.

<sup>1</sup>Midwives are not available at all Kaiser Permanente facilities.

<sup>2</sup>Classes vary by location and some may require a fee.

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# Get quality care whenever you need it

With Kaiser Permanente, you have many options available to get the world-class care you depend on for all your health needs – day or night. Here's how:

## Convenient ways to get care



### Phone visit

Talk with a clinician over the phone for the same high-quality care as an in-person visit.<sup>1,2</sup> Schedule an appointment or get fast, personalized support 24/7.



### Video visit

Meet face-to-face with a clinician by video from your smartphone, tablet, or computer.<sup>1,2</sup> Appointments are optional.



### 24/7 care advice

Talk with a Kaiser Permanente clinician anytime day or night for advice.



### E-visit

Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente clinician.



### Email

Message your doctor's office with nonurgent health questions anytime through your kp.org account.



### Mail-order pharmacy

Get prescriptions sent straight to your door with our mail-order delivery service.<sup>3</sup>

1. Where appropriate and available. 2. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. 3. Some prescriptions are not available through the mail-order pharmacy. For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days.

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## Making an appointment is easy

### Go online:

To choose the kind of care you need, visit **kp.org/getcare** or sign in to the Kaiser Permanente app – and avoid hold times on the phone. For Colorado or Washington members, chat online with a doctor through your kp.org account.

### Call us 24/7:

Find your location information below.

#### California

- Northern California: **1-866-454-8855**
- Southern California: **1-833-574-2273**

#### Colorado

**303-338-4545** or **1-800-218-1059**

#### Georgia

**404-365-0966**

#### Hawaii

- Oahu: **808-432-2000**
- Maui: **808-243-6000**
- Hawaii Island: **808-334-4400**
- Kauai: **808-246-5600**

**Maryland/Virginia/Washington, D.C.**  
**1-800-777-7904**

#### Oregon/SW Washington

- Portland: **503-813-2000**
- All other areas: **1-800-813-2000**

#### Washington

**1-800-297-6877**

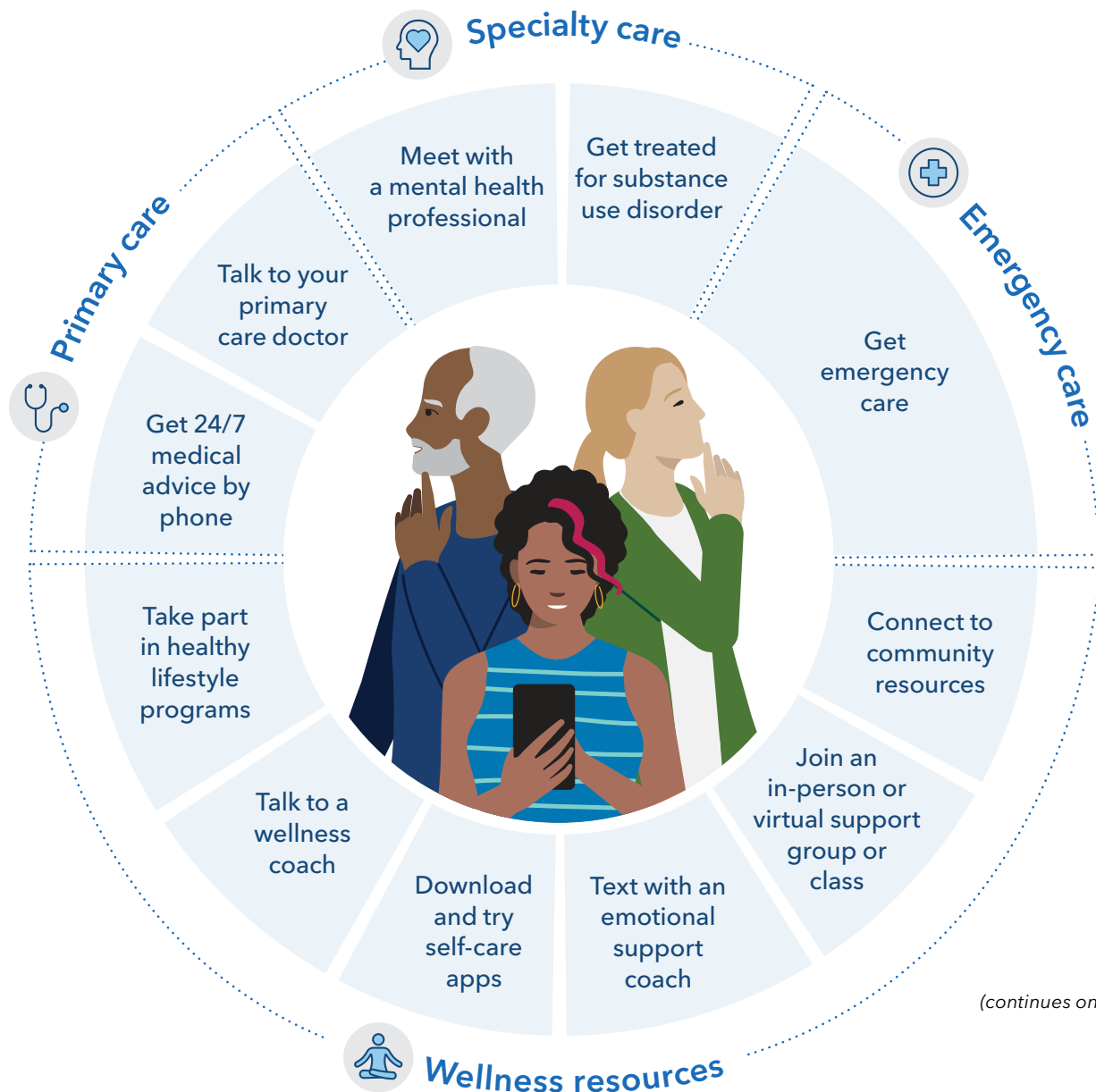
#### TTY

**711**



# Start a conversation about mental health – anytime, anywhere

Mental health conditions are common – and people do get better. We make it easy for you to get help wherever you want to begin. From personalized care to self-care tools, we'll help connect you to the support you need.



(continues on next page)



## Primary care

**Get 24/7 medical advice by phone** – Call **1-800-297-6877 (TTY 711)** for medical advice and care guidance 24 hours a day, 7 days a week.

**Talk to your primary care doctor** – Your doctor can assess your needs and connect you with the right care. Call **1-877-828-4510 (TTY 711)** or visit [kp.org/getcare](https://kp.org/getcare) to schedule an in-person, phone,<sup>1</sup> or video<sup>1</sup> visit.



## Specialty care

**Meet with a mental health professional** – Work with a clinician to create a care plan tailored to your individual needs. Call **1-888-287-2680 (TTY 711)**.

**Get treated for substance use disorder** – If you or someone you love is struggling with alcohol or drugs, we can help. Talk to your doctor or visit [kp.org/addiction](https://kp.org/addiction).



## Emergency care

If you're having a medical or mental health emergency, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.



## Wellness resources<sup>2</sup>

**Take part in healthy lifestyle programs** – Find advice and tools that can help you create healthier daily habits. Visit [kp.org/healthylifestyles](https://kp.org/healthylifestyles).

**Talk to a wellness coach** – Partner with a wellness coach on a personalized plan to eat healthier, quit smoking, or increase activity. Visit [kp.org/wellnesscoach](https://kp.org/wellnesscoach).

**Try self-care apps for emotional wellness<sup>3</sup>** – Get help with anxiety, stress, sleep, relationships and more – 24/7, at no cost to Kaiser Permanente members. Learn more and get started at [kp.org/selfcareapps](https://kp.org/selfcareapps).

**Join an in-person or virtual support group or class<sup>8</sup>** – Connect with others dealing with similar challenges. Visit [kp.org/classes](https://kp.org/classes).

**Connect to community resources** – Community resource partners can help with the essentials of good health like food, housing, and finances. Visit [kp.org/socialhealth](https://kp.org/socialhealth).

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1. When appropriate and available. 2. The services described above aren't covered under your health plan benefits and aren't 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. 3. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 8. Classes vary by location. Some classes may require a fee.

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# Always online, always convenient

Create your [kp.org](https://kp.org) account  
and get our mobile app today



## Manage your health online anytime

Whether you're a new or existing member, [kp.org](https://kp.org) and the Kaiser Permanente Washington app are your online gateway to managing your care. Once you register for a [kp.org](https://kp.org) account and download our app, you can securely access convenient 24/7 virtual care plus these time-saving tools, resources, and more:



Schedule most routine  
and specialty appointments  
– including vision care and  
women's health



Email your  
care team with  
nonurgent health  
questions



Refill most  
prescriptions



Save time and check in  
online before your visit



View most  
lab results



Get reminders about  
checkups, tests, vaccines,  
and boosters

### It's simple to get started

If you haven't already, go to [kp.org/registernow](https://kp.org/registernow). You'll just need to have your medical record number, and then follow the steps.

## On the go? Use these features on [kp.org](https://kp.org) and our app.



Once you've registered on [kp.org](https://kp.org), use the QR code to download the Kaiser Permanente Washington app to your mobile device and then sign in with your [kp.org](https://kp.org) password. With our app, you can also access your digital member ID card.

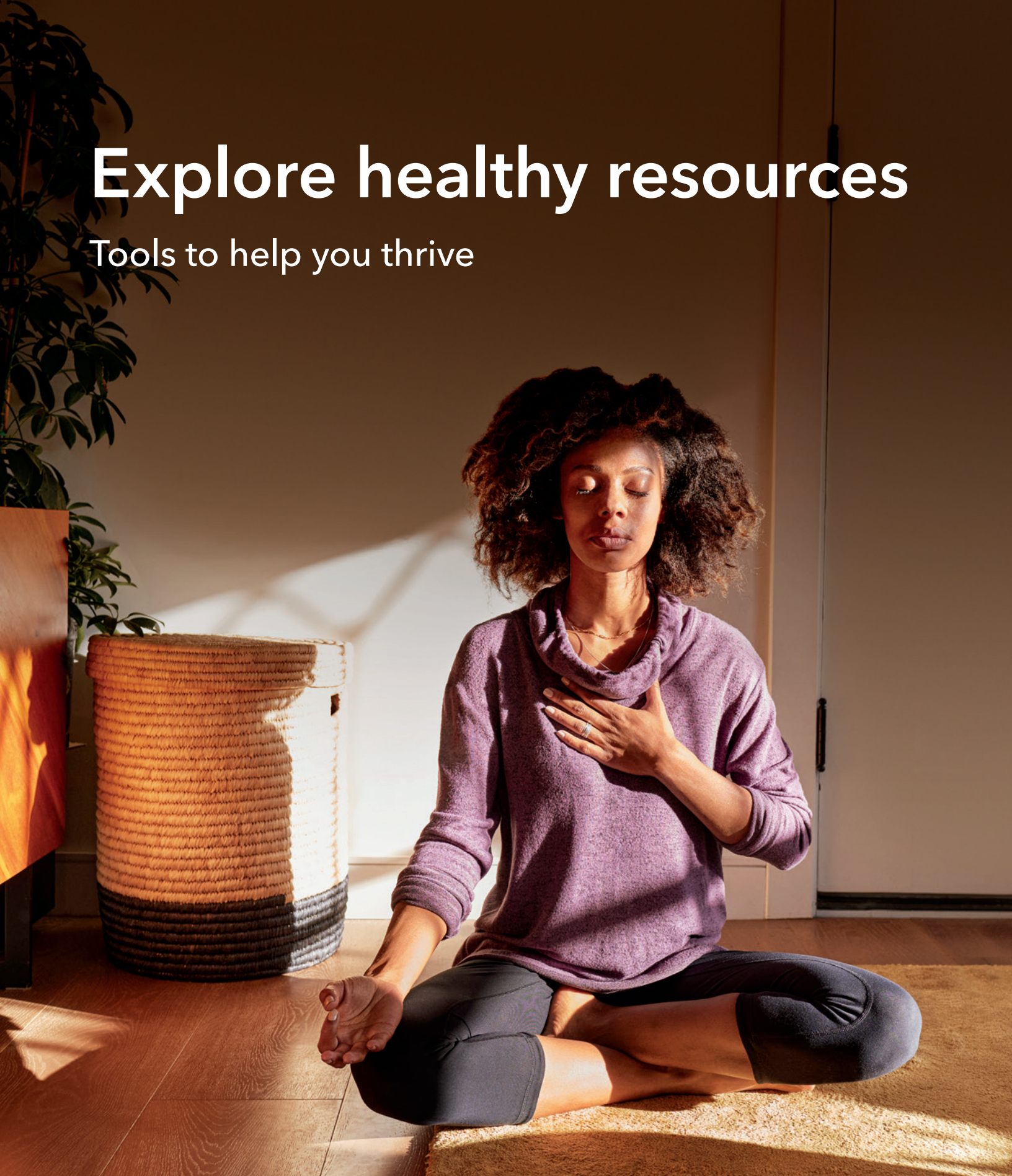
These features are available when you get care from Kaiser Permanente facilities.

Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 2715 Naches Ave. SW, Renton, WA 98057



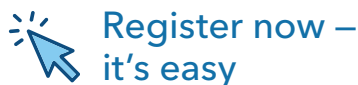
# Explore healthy resources

Tools to help you thrive



# Manage your care online

See how easy it is to stay on top of your care. When you register at **kp.org**, you get the most out of your membership – and can manage your health anytime, anywhere.<sup>1</sup>



## Register now – it's easy

You can register online at **kp.org** or on the Kaiser Permanente Washington mobile app. Just follow the sign-on instructions. You'll need your medical record number, which you can find on your Kaiser Permanente ID card.

[kp.org/register](https://kp.org/register)



## Download the Kaiser Permanente Washington app

You can also use the Kaiser Permanente Washington mobile app to register for an online account, message your doctor's office with nonurgent questions, find doctors and locations, view upcoming appointments, and more.

[kp.org/wa/mobile](https://kp.org/wa/mobile)



## Take charge of your care

Your connection to great health and great care is only a click away on **kp.org**. When you register for an online account, you can access many time-saving tools and tips for healthy living. Visit **kp.org** anytime, anywhere, to:

- View most lab test results
- Refill most prescriptions
- Choose your doctor based on what's important to you, and change anytime
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Manage a family member's health<sup>2</sup>



## Get care online

Sign in at **kp.org/getcare** to access care online.<sup>3</sup>

- Chat: Chat online with a Kaiser Permanente clinician to get immediate care, treatment, and prescriptions.
- E-visit: Get a personalized care plan for common health issues, plus a prescription if needed. Start an e-visit anytime and get a response from 9 a.m. to 9 p.m. daily. Available to members 18 and older.
- Email: Message your Kaiser Permanente doctor's office with nonurgent questions.

[kp.org/getcare](https://kp.org/getcare)

<sup>1</sup>. These features are available when you get care from Kaiser Permanente facilities. <sup>2</sup>. Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features. <sup>3</sup>. When appropriate and available. If you travel out of state, virtual care may be limited due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. <sup>4</sup>. Please note that the ChooseHealthy program is not insurance. You should check any insurance benefits you have before using this discount program, as those benefits may result in lower costs to you than using this discount program. The ChooseHealthy program provides for discounts from participating specialty health care providers. You are obligated to pay for all services from those providers, but will receive a discount from those participating providers for services included in the program. The ChooseHealthy program also provides access to the Active&Fit Direct program, which provides discounted access to fitness centers. The ChooseHealthy program does not make any payments directly to those participating providers or to the Active&Fit Direct program. The ChooseHealthy program has no liability for providing or guaranteeing services and assumes no liability for the quality of services rendered. Discounts on products and services available through the ChooseHealthy program are subject to change; please consult the website for current availability.



# Get wellness support

Take advantage of these convenient perks – from personal health coaching to reduced rates on alternative medical therapies.



## Live healthier with helpful resources

With our wellness resources, you'll get tools, tips, and information to help you create positive changes in your life. Our complimentary resources can help you:

- Lose weight
- Eat healthier
- Quit smoking
- Reduce stress
- Manage ongoing conditions like diabetes or depression

[kp.org/health-wellness](https://kp.org/health-wellness)



## Connect to a wellness coach

If you need more support, we offer Wellness Coaching by Phone at no cost. You'll work one-on-one with your personal coach to make a plan to help you reach your health goals.

[kp.org/wellnesscoach](https://kp.org/wellnesscoach)



## Join health classes

With all kinds of health classes and support groups offered at our facilities, there's something for everyone. Classes vary at each location, and some may require a fee.

[kp.org/classes](https://kp.org/classes)



## Enjoy reduced rates

Get reduced rates on a variety of health-related products and services through the ChooseHealthy® program.<sup>4</sup> These include:

- Active&Fit Direct – members pay \$28 per month (plus a one-time \$28 enrollment fee) for access to a national network of over 12,200 locations
- Up to 25% off a contracted provider's regular rates for:
  - Acupuncture
  - Chiropractic care
  - Massage therapy
  - Naturopathy

[kp.org/wa/alternativecare](https://kp.org/wa/alternativecare)



## Take time for self-care

Manage stress, improve your mood, sleep better, and more with the help of wellness apps, available at no cost to members.

[kp.org/selfcareapps](https://kp.org/selfcareapps)

# Learn more about your health

More information is just a click away. Use these interactive tools and reference guides to find answers to your health questions and help you make decisions about your care.

<b>Alternative care</b>	Learn about reduced rates available for acupuncture, chiropractic care, massage therapy, and naturopathy, with no doctor's referral needed. You can also access online wellness information, activity tracking and other tools, and a health and wellness library – at no additional cost. <b><a href="https://kp.org/wa/alternativecare">kp.org/wa/alternativecare</a></b>
<b>Drug encyclopedia</b>	Look up detailed descriptions of thousands of drugs, including possible side effects. <b><a href="https://kp.org/medications">kp.org/medications</a></b>
<b>Health encyclopedia</b>	Explore more than 40,000 pages of in-depth information on health conditions, related symptoms, and treatment options. <b><a href="https://kp.org/health">kp.org/health</a></b>
<b>Health guides</b>	Stay informed on popular health subjects or discover something new through our healthy living guides. <b><a href="https://kp.org/livehealthy">kp.org/livehealthy</a></b>
<b>Medical test directory</b>	Learn more about your options for common tests and procedures, along with their risks and benefits. <b><a href="https://kp.org/healthdecisions">kp.org/healthdecisions</a></b>
<b>Symptom checker</b>	Use our interactive visual aid to gauge your symptoms. Click on the body part that's troubling you and learn what to do next. <b><a href="https://kp.org/symptoms">kp.org/symptoms</a></b>
<b>Videos</b>	Learn more about your health, from controlling high blood pressure to the benefits of exercise. <b><a href="https://kp.org/video">kp.org/video</a></b>



# Gender-affirming care at Kaiser Permanente

Coordinated, compassionate support

There are many expressions and experiences of gender identity — and the journey to and through gender-affirming care is different for everyone. We're here to help you find the path that's right for you and provide the support you need along the way.

**Our goal is your goal: for you to be healthy and thrive as your true self.**





## **You deserve high-quality, gender-affirming health care in a comfortable, supportive setting.**

As a Kaiser Permanente member, you have access to a broad range of gender-affirming care and services. When you come to us for care — whether it's related to your gender or not — you'll be getting support from a highly skilled, deeply compassionate team.

### **Kaiser Permanente uses established guidelines to inform our gender-affirming care practices**

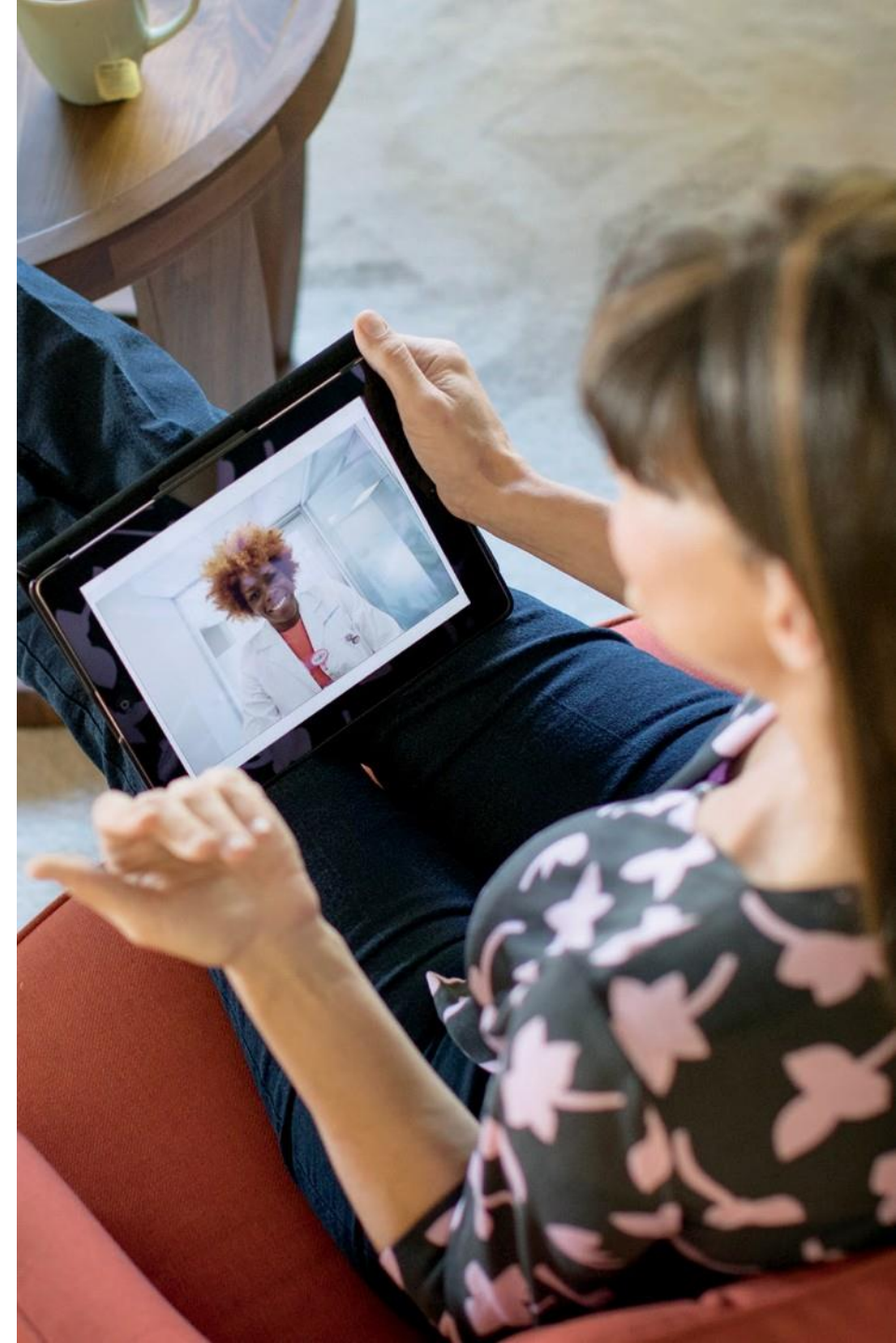
Our care teams are continuously learning new ways to provide high-quality care for gender-diverse members. And our care is informed by standards set by the World Professional Association for Transgender Health and other leading organizations.



## Better care from a connected team

Kaiser Permanente physicians, care teams, facilities, and health plans are all part of one connected team — the same team as our mental health clinicians, pharmacists, and lab technicians. That makes it easier for you to get the support you need for a healthy gender-affirming care journey — and a positive, empowering experience.

- **You don't have to repeat your story over and over.** Everyone who cares for you will know who you are, your medical history, and where you are in your gender-affirming care process.
- **You don't need to worry about what's covered.** Services may vary by region, but we'll help you understand what is or isn't covered by your Kaiser Permanente health plan — so you can make informed decisions about your care.
- **We coordinate your care, so you don't have to.** Assessment letters, approvals, referrals, and updates about your health and care are automatically shared with the appropriate care teams through your electronic health record.



## Our coordinated care teams work together to support your journey

That means you're free to focus on your health care needs — without worrying about paperwork or how to navigate to the next step in your care. Everyone on your care team is trained to provide inclusive care and support for gender-diverse members, and there are many points of entry where you can begin your gender-affirming care journey.

If you have questions, just ask anyone on your care team — they'll help you get what you need or connect you with someone who can.





## Providing inclusive, personalized, high-quality care

We understand that having a care team who sees you for the person you truly are is meaningful and important. We'll treat you with the compassion and respect you deserve.



Creating a safe and welcoming space for you to get care



Keeping your personal information secure, confidential, and protected



Using your true name and pronouns



Supporting your gender expression goals, whatever they might be

### How do you identify?

We'll capture that information in your electronic health record. And if something changes along the way, your care team can update that information so everyone else at Kaiser Permanente uses your true name and pronouns.

# Services and support for a safe, healthy, and comfortable gender-affirming care journey



## Mental health care

Mental health support is available throughout your gender-affirming care process and beyond. Our experienced gender therapists, psychologists, and psychiatrists can easily communicate and consult with the rest of your care team — helping you reach your health goals faster.



## Hormone therapy

Endocrinologists and other experienced providers will help you determine the best hormone therapy regimen for your goals and gender expression. And you can get most prescriptions delivered within 3 to 5 days at no extra cost.

Available services may vary by region and health plan type.



## Surgical evaluations and procedures

Our gender-affirming surgical procedures are performed by highly skilled care teams who are passionate about helping their patients achieve their gender expression goals.



## Support and guidance

Kaiser Permanente team members will help you through the transition process. They'll coordinate your care and make sure you're supported throughout your journey.

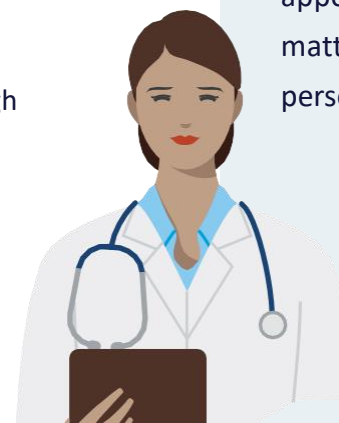


## Specialized care for children and adolescents

Based on your child's unique needs and goals, we'll support and guide your family through the important decisions involved in this process.

## Trusted support from outside Kaiser Permanente

Depending on your needs and where you live, you may get some care outside Kaiser Permanente. If that happens, your care will still be overseen by a Kaiser Permanente team member who knows you as a person and can help guide you through the process — including coordinating your care-related appointments and travel. No matter what, you can count on personalized care and support.





## Kaiser Permanente offers a broad range of covered gender-affirming care services

Whether you're seeking hormone therapy, mental health services, or surgical procedures — or if you aren't sure what your goals are yet — we're here to support you on this journey.

- Mental health care
- Office visits
- Lab and imaging services
- Hormone therapy visits and administration
- Pharmacy services
- Preoperative and postoperative exams
- Facial hair removal
- Vocal therapy
- Tracheal shave
- Mastectomy with chest reconstruction
- Gender-affirming chest surgery
- Nipple/areolar reconstruction
- Gender-affirming facial surgery
- Gender-affirming genital surgeries
- Inpatient hospital care
- Outpatient care
- Treatment for medical complications

Available services may vary by region and health plan type. See page 11 for more details.







## Support at every step

### Guiding you through your decision-making process

When choosing your care path, it's important to understand your options and make informed choices that are right for you. These are very personal decisions you'll make with your mental health care team, primary care physician, endocrinologists, and specialists. We'll also help support and guide you with:

- Educational tools and resources
- Support groups and mental health care for adult and youth members and their families and allies\*

### Personalized care throughout your journey

Our primary care practitioners, surgeons, gynecologists, mental health care teams, and front-line staff are all trained to provide informed, inclusive care for our transgender and gender-diverse members. Your care will be delivered by supportive, compassionate teams who know who you are and what's important to you.

\*Not available in all regions.

# Getting started

You can talk to anyone on your care team about gender-affirming care — and they can guide you to the next steps. You can speak with your primary care practitioner, reach out to our mental health department for support, or call one of the numbers below. Start the conversation at any time, and we'll connect you with the appropriate level of care.

## Gender-affirming support resources

Call us to find out how we can support your journey.

Northern California.....	<b>510-752-7149</b>
Southern California.....	<b>323-857-3818</b>
Colorado.....	<b>303-972-5040</b>
Georgia .....	<b>770-603-3932</b>
Hawaii .....	<b>808-432-5886</b>
Mid-Atlantic States (Maryland, Virginia, and Washington, D.C.) .....	<b>301-321-5126</b>
Northwest (Oregon and southwest Washington) .....	<b>503-249-6748</b>
Washington.....	<b>1-888-245-9004</b>



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This document describes services covered by fully insured commercial plans. Covered services may be subject to change. All services are based on determination of medical necessity by a Kaiser Permanente physician. In the CA, CO, NW, WA, and HI markets, additional services such as body hair removal and body contouring may be covered based on state regulatory requirements. Information may have changed since publication. If we refer a member to a facility outside of the member's service area for covered gender-affirming care because there is not a provider in our network within the service area to provide the care, travel and lodging expenses may be covered.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 1300 SW 27th St., Renton, WA 98057

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# More care options while you're away from home

No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.



## Nonurgent care

Use your **kp.org** account or the Kaiser Permanente app across the U.S. to:

- Get 24/7 care and advice from Kaiser Permanente clinicians by phone or online
- Access care by phone,<sup>1</sup> video,<sup>1</sup> or e-visit – usually at no cost<sup>2</sup>
- Email nonurgent questions to your doctor's office



## Urgent care<sup>3</sup>

You can get urgent care anywhere in the world. At many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance for care or prescriptions<sup>4</sup> related to your urgent care visit – no need to file a claim later:

- Cigna PPO Network<sup>5</sup>
- MinuteClinic, including pharmacies<sup>6</sup>
- Concentra Urgent Care<sup>6</sup>
- The Little Clinic, including pharmacies<sup>6</sup>

At all other locations, you must pay the full cost of care upfront and file a claim for reimbursement later.



## Emergency care<sup>7</sup>

No matter where you are, you can simply go to the nearest hospital emergency room. If it's a Kaiser Permanente location or Cigna PPO provider, you'll only pay your normal copay or coinsurance.

## Support while you're away

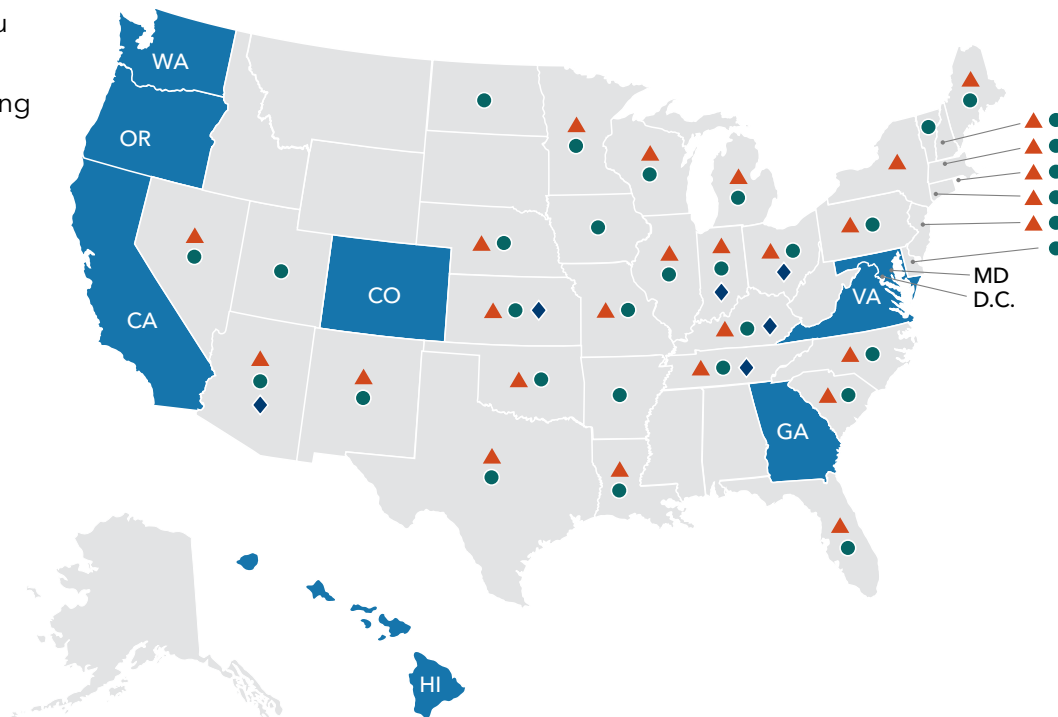


Need help finding care or learning what's covered while you're away? Call the Away from Home Travel Line at **951-268-3900 (TTY 711)**<sup>8</sup> or visit **kp.org/travel**.

## Find care near you

At home or on the go you can get care where and when you need it. Traveling Kaiser Permanente members have access to nonurgent, urgent, and emergency care across the U.S.

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



1. 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. 2. If you have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits. 3. 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. 4. GA commercial members are required to pay upfront and seek reimbursement for prescriptions. If employee is in a state that has Kaiser Permanente providers, but outside one of our service areas, the member pays upfront for services and prescriptions and will need to file a claim for reimbursement. Maintenance medications (e.g., blood pressure, cholesterol), high cost or specialty medications are not included in this benefit, and the member will need to file a claim for reimbursement. Reimbursement is subject to the pharmacy benefit as described in the member's *Evidence of Coverage* or other coverage documents. 5. The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. 6. MinuteClinic, Concentra Urgent Care, and The Little Clinic payment experiences vary by plan. 7. 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. 8. 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 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.

Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO Network is available through Cigna's contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

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Kaiser Permanente Insurance Company (KPIC), One Kaiser Plaza, Oakland, CA 94612



# Support for emotional wellness

Try our on-demand self-care apps today at no additional cost

Get help with anxiety, stress, sleep, mood, and more. Anytime you need it.

Kaiser Permanente members can explore 2 evidence-based apps:<sup>1,2,3</sup>



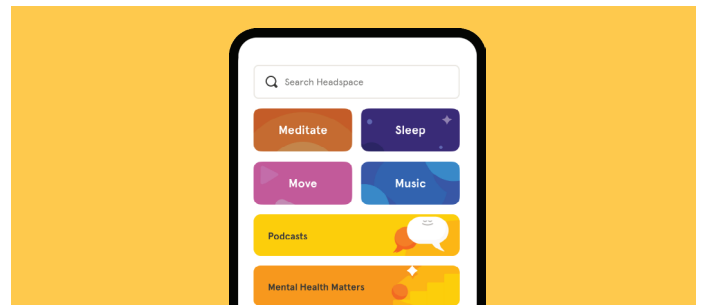
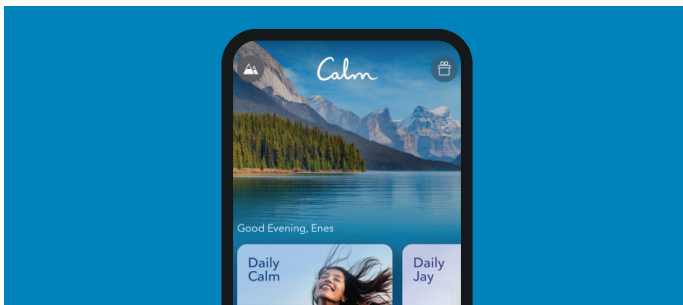
**Calm** is the number one app for meditation and sleep.<sup>4</sup> You can choose from hundreds of programs and activities, including:

- Guided meditations
- Sleep Stories
- Mindful movement videos



**Headspace** offers 1-on-1 emotional support coaching and self-care activities to help with many common challenges.

- Coaches are available by text 24/7
- You can use Headspace's text-based coaching services at no cost, no referral needed<sup>5,6</sup>



Visit [kp.org/selfcareapps](https://kp.org/selfcareapps) to get started

**1.** The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. **2.** The apps and services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members who become members of Kaiser Permanente. **3.** Calm can be used by members 13 and over. The Headspace app and services are not available to any members under 18 years old. **4.** Calm is the number one app for sleep, meditation, and relaxation. Learn more at [calm.com/blog/about](https://calm.com/blog/about). **5.** Some individuals who receive health care services from Kaiser Permanente through state Medicaid programs are not eligible for the Headspace app and services. The Headspace app and services are not available to anyone enrolled in a Fee-for-Service Medicaid program. **6.** Eligible Kaiser Permanente members can text with a coach using the Headspace app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace app for the remainder of the year at no cost.

Calm and Headspace are not available to Kaiser Permanente Dental-only members.

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Learn more at [kp.org/selfcareapps](https://kp.org/selfcareapps)



# Welcome to Kaiser Permanente

## 3 easy steps to get started



### Step 1:

#### Create your online account

You can create your online account through the Kaiser Permanente Washington app or at **kp.org/newmember**. Once you create your account, you can schedule routine appointments, fill most prescriptions, email your doctor's office with nonurgent health questions, and so much more.



### Step 2:

#### Choose your doctor

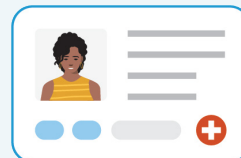
Visit our provider directory at **kp.org/wa/directory** to find Kaiser Permanente doctors, as well as thousands of other other high-quality providers in our network. You can choose the doctor you like, and change at any time. You can also call us for help at **206-630-0029** or **1-888-844-4607** (TTY 711).



### Step 3:

#### Get prescriptions

Finally, we'll help you transition your current prescriptions to Kaiser Permanente. Just go to **kp.org/newmember** and follow the steps. Or call us at **1-877-919-7778** (TTY 711). Be sure to have your prescription information handy. After your prescriptions are transferred, you can sign up for our mail-order pharmacy. Most prescriptions are delivered in 1 to 2 days, at no additional cost.



### Keep your ID card handy

Access your digital ID card on the Kaiser Permanente Washington app. Your digital ID card has your unique medical record number and important contact information. You'll need your medical record number to get care, make appointments, and fill prescriptions.

### It's easy to get care

You have access to a full range of care options. If you're not sure what kind of care you need, simply call the appointment and advice phone number on the back of your ID card.

**Call our New Member Welcome Team:** Our dedicated team can help transition any ongoing care and prescriptions to Kaiser Permanente. We can also help you find a doctor, answer plan questions, and more. Call **206-630-0029** or **1-888-844-4607** (TTY 711), Monday through Friday, 8 a.m. to 5 p.m. (except major holidays).

All plans offered and underwritten by Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 1300 SW 27th St., Renton, WA 98057

Learn more at **kp.org/newmember**



# Options for care, any way you want it

You've got more ways to get care than ever before, so it's easier to stay on top of your health. Learn more at [kp.org/getcare](https://kp.org/getcare).



## 24/7 virtual care\*

When you need care now, our clinicians are standing by around the clock to connect with you by phone or video – no appointment needed.



## 24/7 advice

Speak to a licensed care clinician by phone anytime, day or night.



## In-person visit

Come see us for routine or 24/7 urgent care at a Kaiser Permanente facility.



## Online chat

Chat online with a Kaiser Permanente clinician to get immediate care, treatment, and prescriptions.



## Video visit\*

Schedule time to meet face-to-face with a Kaiser Permanente clinician by video.



## Phone appointment\*

Make an appointment to talk with your doctor over the phone.



## E-visit

Get an online diagnosis for common medical issues that don't need a physical exam.



## Email

Message your Kaiser Permanente care team with nonurgent questions and get a reply, usually within 2 business days.



## Virtual care that makes life easier

Virtual care isn't an add-on at Kaiser Permanente – it's been part of how we deliver care for years. It's easy for our members to connect virtually with their doctors and care teams.

\*When appropriate and available.

If you need help choosing the care that's right for you, contact us 24/7 at **1-800-297-6877** or **206-630-2244** (TTY **711**). For a medical or mental health emergency, call 911 or go to the nearest emergency room.

Learn more at [kp.org/newmember](https://kp.org/newmember)



# More care options while you're away from home

No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.



## Nonurgent care

Use your **kp.org** account or the Kaiser Permanente app across the U.S. to:

- Get 24/7 care and advice from Kaiser Permanente clinicians by phone or online
- Access care by phone,<sup>1</sup> video,<sup>1</sup> or e-visit – usually at no cost<sup>2</sup>
- Email nonurgent questions to your doctor's office



## Urgent care<sup>3</sup>

You can get urgent care anywhere in the world. At many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance for care or prescriptions<sup>4</sup> related to your urgent care visit – no need to file a claim later:

- Cigna PPO Network<sup>5</sup>
- MinuteClinic, including pharmacies<sup>6</sup>
- Concentra Urgent Care<sup>6</sup>
- The Little Clinic, including pharmacies<sup>6</sup>

At all other locations, you must pay the full cost of care upfront and file a claim for reimbursement later.



## Emergency care<sup>7</sup>

No matter where you are, you can simply go to the nearest hospital emergency room. If it's a Kaiser Permanente location or Cigna PPO provider, you'll only pay your normal copay or coinsurance.

## Support while you're away

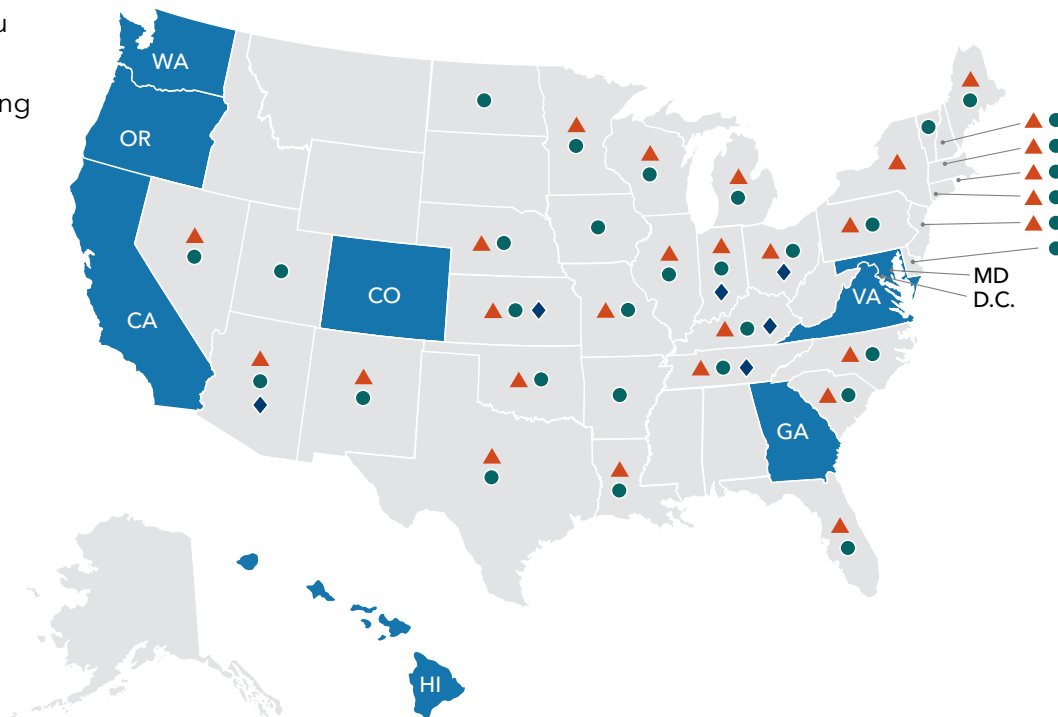


Need help finding care or learning what's covered while you're away? Call the Away from Home Travel Line at **951-268-3900 (TTY 711)**<sup>8</sup> or visit **kp.org/travel**.

## Find care near you

At home or on the go you can get care where and when you need it. Traveling Kaiser Permanente members have access to nonurgent, urgent, and emergency care across the U.S.

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- Cigna PPO Network
- Concentra Urgent Care
- ▲ MinuteClinic, including pharmacies
- ◆ The Little Clinic, including pharmacies



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