2023 Open Enrollment

Find your healthy place

With care for all that is you
It’s easier to find your healthy place with connected care

We combine care and coverage:
- Doctors
- Hospitals
- Health plan

Care feels easier and faster and is centered around all that is you.
Care that meets you where you are

When you’re a member, you get access to our doctors and facilities — conveniently located near where you live, work, and play. And when you can't come to us, you can get care virtually or have most prescriptions delivered.

117.8M
VIRTUAL CONNECTIONS
between members and their care teams in 2021*

12.6M
MEMBERS
covered for care needs in mind and body

42.5M
PRESCRIPTION DELIVERIES
to members’ homes in 2021

23,656
DOCTORS AND SPECIALISTS
connected to easily share the latest medical advancements

773
HOSPITALS AND MEDICAL OFFICES
with many services often under one roof, so you can get everything done quickly

9
AREAS
to get Kaiser Permanente care in person — California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.

*Source: Kaiser Permanente Telehealth Insights Dashboard. Doctor and facility counts include affiliated medical professionals and locations.
A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need from day one.

Personalized onboarding

- A welcome call to answer your questions
- A member guide to get you started

3 easy steps to a healthy change

- Choose your new doctor
- Transition your care and prescriptions seamlessly
- Get care on your schedule
Quality care with you at the center

Your doctor will build a care plan based on your needs and work with your care team to deliver high-quality, personalized care.

- **Preventive care to keep you healthy**
- **Specialty care when you need it**
- **Support for ongoing conditions**

**Get care in your language** — with multilingual doctors and phone interpretation in more than 150 languages.

We’ve helped deliver millions of COVID-19 vaccines to our members, communities, and underserved areas. Visit [kp.org/covidvaccine](http://kp.org/covidvaccine) to search vaccine appointments.
Quality care when you need it

Same-day, next-day, and weekend appointments are available at most locations and by phone and video.¹

Visit us in person at a location near you.

Talk to a health care professional by phone or video.¹

24-hour virtual care on your schedule

If a trip to the doctor’s office doesn’t fit your schedule, it’s easy to get fast, personalized support — daytime, nighttime, anytime.

- Schedule a phone or video visit with a doctor or clinician.¹
- Get 24/7 care advice by phone.
- Use our e-visit questionnaire to get personalized care advice for certain conditions, order many tests, and get some prescriptions online.

¹. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent licensed clinicians from providing care across state lines. Laws differ by state. 2. High deductible health plans may require a copay or coinsurance for phone and video visits.

Save time and money

Telehealth is covered at no additional cost with most plans.²
To use the Kaiser Permanente app, you must be a member registered on kp.org.

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

Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy.

Same-day and next-day prescription delivery services may be available for an additional fee. These services aren’t 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 isn’t 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 prescriptions.

Stay on top of your health

- Schedule or cancel vaccinations and routine appointments.
- Email your doctor’s office with nonurgent questions.
- Order a COVID-19 self-test.
- See most test results.
- Read your doctor’s notes.

Fill prescriptions

- Have most prescriptions delivered directly to your front door.
- Get same-day or next-day delivery for an additional fee.
- Order them for same-day pickup.

Good health goes beyond the doctor’s office. Manage your care 24/7 with the Kaiser Permanente app or at kp.org.
Care away from home

- If you get hurt or sick while traveling outside a Kaiser Permanente area, you’re covered for urgent and emergency care anywhere in the world.

- And when you’re planning to travel, we can help you stay on top of your health while you’re away. We’ll work with you before you leave to see if you need a vaccination, refill prescriptions, and more. Just call us or go online:

  24/7 Away from Home Travel Line: 951-268-3900*
  or kp.org/travel

*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 United States. 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.
Specialty care you can trust

No matter your needs, you’ll have access to great doctors, advanced technology, and evidence-based care to help you recover quickly. Here are a few areas where we lead the way.

**Cancer care**

Hearing that you have cancer can be overwhelming. But no member — or doctor — goes it alone. A multidisciplinary team of cancer specialists works with you and your family to determine the best approach to your treatment.

Learn more at [kp.org/cancercare](http://kp.org/cancercare).

**Cardiac care**

No 2 hearts are alike. There are many types of heart disease, and different people need different types of care. You and your doctor will make decisions about your care together, and you’ll have guidance and support at every step.

Learn more at [kp.org/cardiaccare](http://kp.org/cardiaccare).
Expect great care when you’re expecting

- **A dedicated prenatal care team** — Doctors and nurses help keep you and your baby healthy and empower you to make decisions.

- **A personalized birth plan** — We’ll help you have the safe, positive experience you want, starting with your first appointment.

- **Care and support every step of the way** — From virtual and in-person tours of our private birthing suites to classes* and online resources to help answer the many questions of expecting parents.

- **Support that doesn’t stop at delivery** — Breastfeeding consultation and other guidance to help your baby have a healthy start in life.

Learn more at [kp.org/maternitycare](http://kp.org/maternitycare).

*Classes vary by location. Some classes may require a fee.
Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We’re committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Use a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at kp.org/mentalhealth.
**Added support — for all that is you**

<table>
<thead>
<tr>
<th><strong>ClassPass reduced rates on fitness classes</strong></th>
<th><strong>Reduced rates on specialty care services like acupuncture, chiropractic care, massage therapy, and gym memberships</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Self-care apps Calm and myStrength</strong></td>
<td><strong>On-site and virtual health education classes and support groups</strong></td>
</tr>
<tr>
<td><strong>Wellness Coaching by Phone</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Online healthy lifestyle programs, videos, podcasts, recipes, and more</strong></td>
<td><strong>Seasonal farmers markets</strong></td>
</tr>
</tbody>
</table>

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1. These services 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.
2. Classes vary at each location and some may require a fee.
3. Not available in all areas.
Extras for your mind and body

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- **Reduced rates on fitness classes** — Take real-time online and in-person classes from top fitness studios
- **Online video workouts at no additional cost** — 4,000+ on-demand fitness classes

Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Available at no additional cost.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)
Up next — plan benefits and the latest information on locations near you
Seattle University

This table shows an example of some of your group’s benefits.

<table>
<thead>
<tr>
<th>Covered services</th>
<th>You pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yearly deductible</td>
<td>$250 individual/$500 family</td>
</tr>
<tr>
<td>Maximum yearly out-of-pocket costs</td>
<td>$2,000 individual/$4,000 family</td>
</tr>
<tr>
<td>Preventive care</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Doctor’s office visit</td>
<td>$25 copay</td>
</tr>
<tr>
<td>Lab tests and radiology</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Outpatient surgery</td>
<td>$25 copay</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Emergency care</td>
<td>$100 copay</td>
</tr>
<tr>
<td>Prescribed medications (30-day supply)</td>
<td>$10 copay (generic medication)/$30 copay (brand-name medication)</td>
</tr>
</tbody>
</table>

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your Evidence of Coverage.*
Updates in Washington

**Care delivery**

- **1,000+** Permanente Medical Group physicians at 38 Kaiser Permanente medical facilities in western Washington and Spokane
- **16,000+** contracted network providers, including 51 affiliated community hospitals for HMO Core plans
- **9** Kaiser Permanente On-the-Job® occupational health locations

**Quality of care**

- One of the top-ranked medical groups in Washington state since 2015
- One of Washington’s highest-rated Medicare health plans

**Newsworthy**

- Kaiser Permanente is expanding in Everett and Seattle, where we’re building new multispecialty facilities. We also recently opened a stand-alone pharmacy in Bellingham.
- Kaiser Permanente Washington Research Institute launched the first coronavirus clinical vaccine trial in the country for the Moderna vaccine.
- We launched a new telehealth-first plan, Kaiser Permanente Virtual Plus™, in response to increased demand for virtual care.
- To provide support to those most in need during the pandemic, Kaiser Permanente donated more than $500,000 to senior meal delivery programs throughout the state in 2020.

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Updates in Washington

- Bellevue (2)
- Bothell
- Burien
- Everett
- Federal Way
- Gig Harbor
- Kent
- Lynnwood
- Marysville
- Olympia (2)
- Port Orchard
- Poulsbo
- Puyallup
- Redmond
- Renton
- Seattle (5)
- Silverdale
- Spokane (5)
- Spokane Valley
- Tacoma (2)

Kaiser Permanente medical facilities

Maps not to scale