Care for all that is you
Experience health care designed with you in mind

Care for …

Routine checkups, complex treatments, and late-night questions

Building strength, reducing stress, and raising a family

New goals, old habits, and ongoing mental wellness

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.
Built to make your life easier

Combined care and coverage means your Kaiser Permanente doctors, pharmacy, labs, and health plan benefits are all connected and committed to providing you with exceptional care tailored to your needs.

It’s easier access to top specialists and the latest treatments.  
It’s predictable costs and less paperwork.  
It’s the right care, when you need it.

Find out how we can help you stay healthy and keep doing what you love.

kp.org/allthatisyou
Care that’s **personalized**

For the you who deserves to be understood

Kaiser Permanente doctors have one priority: your health. Your electronic health record connects your care team with your health history, so your doctor can plan the right care for your needs. They learn your lifestyle, risks, and goals to understand what matters most to you and be your best health advocate.

Explore care that fits your life.

[kp.org/connectedtocare](http://kp.org/connectedtocare)

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We guide you through every step of your care

Your health history lives on 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 **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 in person, or talk to a clinician 24/7 by phone or video.¹ No matter how you connect, you’ll always talk with a medical professional who can see your health history and pick up where you left off.

**Do more in one visit**

Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.

**Your health at your fingertips**

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

See how the Kaiser Permanente Washington app puts you in control.

kp.org/wa/mobile

**You’re covered while traveling**

If you’re planning to travel, we can help you manage your vaccinations, refill prescriptions, and more. And once you’re on the go, you’re covered for urgent and emergency care anywhere in the world – even at non-Kaiser Permanente facilities.

kp.org/wa/travel
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.

Learn how our doctors and specialists work for you.

[kp.org/specialtycare](http://kp.org/specialtycare)

We’re a national leader in screening rates and research, and we’re among the top-rated health plans in every state we serve.²,³,⁴

Kaiser Permanente members are:

- **33%** more likely to survive heart disease⁵
- **52%** more likely to survive colorectal cancer⁶
- **20%** less likely to experience premature death due to cancer⁷
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. You also have access to self-care apps to help your overall mental wellness.⁸⁹

Calm
The number one app for sleep and meditation

Ginger
Text one-on-one with an emotional support coach anytime, anywhere¹⁰

myStrength
Build a personalized plan to strengthen your emotional health

Find out more about mental health care.
kp.org/mentalhealth

Resources for everyday wellness

Take advantage of classes, services, and programs to help you achieve your health and fitness goals.¹¹

• Acupuncture, massage therapy, and chiropractic care
• Reduced rates on gym memberships
• Healthy lifestyle programs

• Wellness coaching
• Online fitness with the ClassPass app
Care that’s dependable
For the you who wants a doctor you trust

Your health is a lifelong journey, and we want you to have the right doctor to go the distance. We hire doctors and staff who speak more than one language and deliver care that’s sensitive to your culture, ethnicity, and lifestyle. And you can choose or change your doctor anytime.

From finding the right doctor to transitioning care, we’ll help you with every step.

kp.org/newmember

“Dr. Weniger was relatable, kind, and thorough. By the end of my visit, I knew I made the right choice in Kaiser Permanente.”

– Aimee, new member

Prescription home delivery
For certain medications, you can get prescription refills mailed directly to your home through the Kaiser Permanente mail-order pharmacy. Once they’re in our system, mail-order prescriptions usually arrive within 2 to 3 days. Delivery is at no charge. For more information, go to kp.org/wa/pharmacy.
Complete care to help you live a fuller, healthier life

With Kaiser Permanente, you have a trusted partner who considers your health a priority and makes it easier to get the care you need. That’s why members stay with Kaiser Permanente nearly 3 times as long as other health plans.¹²

Want to learn more?

Visit kp.org/allthatisyou to shop plans and get help with your health care questions.

Or call Member Services, Monday through Friday, 8 a.m. to 5 p.m. (closed holidays).

- 1-888-901-4636 (TTY 711) English and more than 150 languages using interpreter services

kp.org/wa/memberservices
1. When appropriate and available. 2. Kaiser Permanente 2022 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 2022 and is used with the permission of NCQA. Quality Compass 2022 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. 2021 Annual Report, Kaiser Permanente, about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report. 4. NCQA's Private Health Insurance Plan Ratings 2022–2023, National Committee for Quality Assurance, 2022: 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,” 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. See note 5. 8. 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. 9. Calm and myStrength can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old. 10. Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost. 11. 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. 12. Kaiser Permanente internal data, 2019; “12 Trends Influencing the Future of Workplace Benefits,” Aflac, 2018; U.S. Bureau of Labor Statistics, 2018.
Notice of Nondiscrimination

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. ("Kaiser Permanente") comply with applicable Federal and Washington state civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
  - Assistive devices (magnifiers, Pocket Talkers, and other aids)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Member Services at 1-888-901-4636 (TTY 711).

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with our Civil Rights Coordinator by writing to P.O. Box 35191, Mail Stop: RCR-A3S-03, Seattle, WA 98124-5191 or calling Member Services at the number listed above. You can file a grievance by mail, phone, or online at kp.org/wa/feedback. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

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 https://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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD)
  Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html
Multi-language Interpreter Services

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene disponibles servicios de ayuda con el idioma sin cargo. Llame al 1-888-901-4636 (TTY 711).

中文 (Chinese): 注意：如果您说中文，您可以免费获得语言援助服务。请致电 1-888-901-4636 (TTY 711)。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói tiếng Việt, bạn có thể sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí của chúng tôi. Xin gọi số 1-888-901-4636 (TTY 711).

한국어 (Korean): 참고: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 제공해 드립니다. 1-888-901-4636 (TTY 711)번으로 문의하십시오.

Русский (Russian): ВНИМАНИЕ! Если вы говорите по-русски, вам доступны бесплатные услуги переводчика. Звоните по номеру 1-888-901-4636 (TTY 711).


Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, вам доступні безкоштовні послуги перекладу. Телефонуйте за номером 1-888-901-4636 (TTY 711).

阿拉伯 (Arabic): انتباه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية، متوفرة لك، مجآءًا. (TTY 711) 1-888-901-4636

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY 711).

ລາວ (Lao): ທ່ານເວົ້າສາມາດເຊັບພາສາລາວໄດ້, ຄົນນີ້ມ້ວຍພາສາສະບາຍດີທີ່ບໍ່ເສັດຖະແກນທີ່ໃຊ້ແລະ. ທ່ານ 1-888-901-4636 (TTY 711).