

Welcome to Kaiser Permanente, your partner for a healthy life

Your Kaiser Permanente new member welcome team is ready to help you make the most of your coverage and care. To get started, complete these 3 steps:

1 Register online

 kp.org/wa/getstarted

Register to create an account as soon as you have your member ID number. Then you can sign on anytime to order prescriptions or check your account, use health and wellness resources, and much more.

2 Choose your doctor

 kp.org/wa/find-a-doctor

Use the provider directory to find Kaiser Permanente doctors as well as 9,000 other high-quality providers in our network. You can pick a doctor you like, and change at any time.


3 Transfer your prescriptions

 kp.org/wa

It's easy. Call our new member welcome team at the number below, and they'll help you transfer your prescriptions to your Kaiser Permanente coverage.

Questions? 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).

Find the care that fits your life.

As a Kaiser Permanente member, you have many ways to get high-quality care when you want it:

Come In

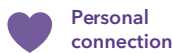
Doctor appointment

Your doctor is your partner in health, and sometimes coming in for a visit is exactly what you need. And Kaiser Permanente medical offices have many services under one roof. So you can get more of what you need in just one trip.



CareClinic at Bartell Drugs

With 15 locations across the Puget Sound area, CareClinic at Bartell Drugs offers walk-in care for minor medical issues for everyone age 2 and up. It is staffed by Kaiser Permanente clinicians. Open every day 9 a.m. to 7 p.m. including weekends.



Click

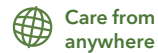
Care Chat

Care Chat is an online messaging feature that lets you get real-time medical care from a Kaiser Permanente care provider. It's available 7 days a week, 8 a.m. to 10 p.m.



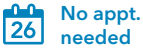
Online visit†

For common medical issues that don't need a physical exam, such as a sore throat or allergies, go online and get a diagnosis and a treatment plan, usually within 2 hours.



Urgent Care

For issues that require prompt attention, you can walk in to any Kaiser Permanente urgent care center – some open 24/7.*



Email your doctor

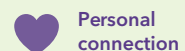
You can email your Kaiser Permanente care team non-urgent questions whenever it's convenient for you. You'll get an answer within 2 business days and often that same day.



Call

Consulting Nurse

When you need advice or help figuring out where to get care, our 24/7 consulting nurse helpline is here for you.



If you have a life-threatening emergency, call 911 or go to the nearest hospital.

For more information about these care options, visit kp.org/wa/getcare.

*Visit kp.org/wa/directory for all care locations available on your plan.

†Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail order service.

Preventive care for members*

Kaiser Permanente has always had a strong focus on the benefits of preventive care. The following well-care services, including immunizations and screenings, are provided as a part of our benefit plans. Many of these services are covered in full when care is received in-network from a provider with Washington Permanente Medical Group or a contracted community physician. Depending on a member's contract, some benefits may not be covered in full. This list is not all-inclusive; call Member Services to ask if other preventive care is covered by your plan.

Covered preventive care | for adults

Abdominal aortic aneurysm screening	Screening once during lifetime for older men and women with specific risk factors [†]
Alcohol misuse screening and counseling	Routine care
Aspirin	When prescribed through shared decision making with provider
Blood pressure screening	Routine care at least annually
Cholesterol screening	Routine care for certain ages [†]
Colorectal cancer screening	Routine care for adults over 50 or earlier for high risk individuals [†]
Depression screening	Routine care
Diabetes screening	Routine care for patients with hypertension [†]
Diet counseling	For adults at higher risk for chronic disease; member cost share for additional services such as nutrition counseling and health education classes
Immunizations	Routine care; Kaiser Permanente follows the Centers for Disease Control and Prevention (CDC) Immunization Guidelines
Obesity screening and counseling	Routine care; member cost share for health education classes; participation in structured weight loss counseling programs are not covered
Sexually transmitted infection (STI/HIV) screening and counseling	Routine care for sexually-active adults, including testing and counseling for HIV depending on risk assessment
Tobacco use cessation intervention	Routine care, counseling, and medication

Covered preventive care | for women

Anemia screening	For pregnant women
BRCA (genetic screening for breast cancer risk) counseling	Shared decision making for women with certain risk factors; includes genetic counseling and lab tests
Breast cancer screening	For women over 40; mammogram every 1 to 2 years [†]
Breast cancer chemoprevention counseling	For women at higher risk
Breastfeeding counseling and supplies	Counseling during pregnancy; breastfeeding supplies after birth
Chlamydia infection screening	Routine care for sexually active women [†]
Contraceptive education, counseling, and methods	Patient education and counseling and full range of FDA-approved formulary contraceptive methods and sterilization procedures, per Kaiser Permanente guidelines and formulary
Folic acid supplements	Discussion and shared decision making for prescription of folic acid for women able to become pregnant
Gestational diabetes screening	Routine pregnancy care for women 24–28 weeks of gestation and at first prenatal visit for pregnant women at high risk for diabetes [†]
Gonorrhea screening	For all women at high risk

*Medicare plans have different preventive care benefits
[†]Per Kaiser Permanente guidelines

Hepatitis B screening	Routine pregnancy care for women at their first prenatal visit or at high risk
Interpersonal and domestic violence screening and counseling	Routine service for all women
Osteoporosis screening	For women over age 60, depending on risk factors
Pap test for cervical cancer screening	Routine well care for sexually active women every 1 to 3 years depending on risk*
Rh incompatibility screening	Routine pregnancy care for women and follow-up testing for women at higher risk
Sexually transmitted infection (STI/HIV) counseling	Routine well care for sexually active women depending on risk assessment
Tobacco use cessation interventions	Routine care for all women, and expanded counseling for pregnant tobacco users
Syphilis screening	Routine pregnancy care for all women or other women at increased risk
Urine screening for bacterium	Routine pregnancy care for women at first prenatal visit
Wellness visits	At least one annual visit for all women 18 and older, including preconception and prenatal care

Covered preventive care I for children and teens

Alcohol and drug use assessments	Routine screening for high risk behavior in teens
Autism screening	Routine at 12, 15 to 18, and 24 months; covered for ages prenatal up to age 21
Behavioral assessments	Routine well care for all children and teens; covered for ages prenatal up to age 21
Congenital hypothyroidism screening	Routine well care for newborns
Developmental screening	Routine well care for all children and teens; covered for ages prenatal up to age 21
Dyslipidemia screening	For children at higher risk; covered for ages 24 months to 21 years
Fluoride varnish	Shared decision making with parents for children aged birth–6 without fluoride water supply
Gonorrhea preventive medication for eyes	Routine care for the eyes of all newborns
Hearing screening	Routine care for ages pre-natal up to age 21
Height, weight, and body mass index measurements	Routine care for all children and teens
Hematocrit or hemoglobin screening	Routine care as needed for children and teens
Hemoglobinopathies or sickle cell screening	Routine screening for newborns
Immunizations	Routine for children from birth to age 18; Kaiser Permanente follows the Centers for Disease Control and Prevention (CDC) Immunization Guidelines
Iron supplements	For children ages 6 to 12 months at risk for anemia, including discussion with parents about the use of iron
Lead screening	For children at risk of exposure
Obesity screening and counseling	Routine care for children and teens; member cost share for health education classes; participation in structured weight loss counseling programs are not covered
Oral health assessment	Routine care for children and teens
Phenylketonuria (PKU) screening	Routine screening for newborns
Sexually transmitted infection (STI/HIV) counseling	For all sexually active teens based on risk assessment
Tuberculin testing	For children and teens at high risk
Vision screening	Routine care for all children and teens starting at age 3
Wellness visits	Wellness visit schedules vary by age; includes some preventive services in these guidelines as well as other services that are age and sex appropriate

Access PPO

Preauthorization and notification requirements

The following services require notification or preauthorization. Services that require preauthorization will be denied if preauthorization is not obtained. The following list does not include services that will be reviewed post service for medical necessity upon receipt of the claim.

Notification Required

- All inpatient admissions, including emergency admissions, planned admissions, mental health, and chemical dependency detox
- Home health care
- Hospice
- Long-term acute care admission
- Skilled nursing facility

Preauthorization Required—Durable Medical Equipment, Prosthetics, and Supplies

- Bone growth stimulators, electrical and ultrasonic
- Continuous noninvasive glucose monitoring device
- Electrical stimulation devices
- Home oxygen
- Mobility assist devices, including wheelchairs and other high-end mobility equipment
- Negative pressure wound therapy pumps
- Oscillatory chest compression devices
- Prosthetic limbs
- Speech generating devices

Preauthorization Required—Other Services

- Acupuncture, after 8 visits*
- All advanced imaging, including CT scan, MRI, PET scan, and tomography
- Applied behavioral analysis therapy
- Capsule endoscopy
- Cardiac telemetry
- Charged particle radiation therapy
- Chemical dependency residential admissions
- Clinical trials
- Elective air transport
- Electroconvulsive therapy
- Experimental and investigational services, including new technology
- Genetic testing
- Hyperbaric oxygen
- Inpatient rehabilitation
- Massage therapy, after 8 visits*
- Manipulative therapy, after 8 visits*
- Neuropsychological testing
- Partial hospitalization, including mental health and chemical dependency
- Transgender services, when benefit is available
- Virtual colonoscopy
- Ventricular assist devices (VAD)

* Visit limits could be higher depending on plan.

Preauthorization Required—Surgery

- All transplants
- Autologous chondrocyte implantation and other cell-based treatments of focal articular cartilage lesions
- Blepharoplasty and brow ptosis repair
- Chemical peels, dermabrasion, microdermabrasion, and laser skin treatment
- Cochlear implant
- Cryosurgical ablation of miscellaneous solid organ and breast tumors
- Deep brain stimulation
- Extracranial carotid angioplasty/stenting
- Gastric electrical stimulation
- Gastric reflux surgery
- Image-guided minimally invasive lumbar decompression for spinal stenosis
- Implantable bone conduction and bone anchored hearing aids
- Keratoprosthesis
- Meniscal allografts and collagen meniscus implants
- Obesity surgery, when benefit is available
- Occipital nerve stimulation
- Orthognathic surgery
- Percutaneous neuromodulation therapy (PNT)
- Plugs for fistula repair
- Posterior tibial nerve stimulation for voiding dysfunction
- Radiofrequency ablation of tumors (RFA)
- Rhinoplasty
- Sacral nerve modulation/stimulation for pelvic floor dysfunction
- Spinal cord stimulation for treatment of pain
- Spinal surgery, cervical fusion
- Spinal surgery, lumbar fusion

- Spinal surgery, percutaneous vertebroplasty and vertebral augmentation (such as kyphoplasty)
- Stereotactic radiosurgery and stereotactic body radiation therapy
- Surgeries for snoring, obstructive sleep apnea syndrome, and upper airway resistance syndrome in adults
- Temporomandibular joint (TMJ) surgical interventions
- Transanal endoscopic microsurgery (TEMS)
- Reconstructive breast surgery/mastopexy, autologous fat grafting to the breast, and management of breast implants
- Reduction mammoplasty
- Vagus nerve stimulation
- Varicose vein treatment

Preauthorization Required— Office-Administered Injectable Drugs

See current list on the Kaiser Permanent Provider website at kp.org/wa/formulary. The drug list can be found at the bottom of this page.

Provider questions?
Call Kaiser Permanente
Provider Assistance Unit toll-free
at 1-888-767-4670.

Member questions?
Call Member Services toll-free
at 1-888-901-4636.

Get quick care online with Kaiser Permanente online visits

As a Kaiser Permanente member you can access online visits anytime. Get started at kp.org/wa/onlinevisit.

- ✓ **No extra cost** for most members.*
- ✓ **Care for common conditions.**
- ✓ **Easy.** Just sign on and answer the questionnaire.
- ✓ **Quick.** Usually you'll get a response and any prescriptions you need within 2 hours. (9 a.m. to 9 p.m.)

Conditions treated include:

- Cold and flu symptoms
- Cough
- Sore throat
- Female bladder symptoms
- Vaginal yeast infection

To see the complete list of conditions, visit kp.org/wa/onlinevisit

Here's how this quick, convenient care works:



*Kaiser Permanente online visits are available to non-Medicare members of Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc. You must be 18 or older to use this service. This service is offered at no extra cost to you unless you have an HSA plan, where deductibles may apply. If a diagnosis can't be made, there is no charge and the clinician directs you to appropriate care.

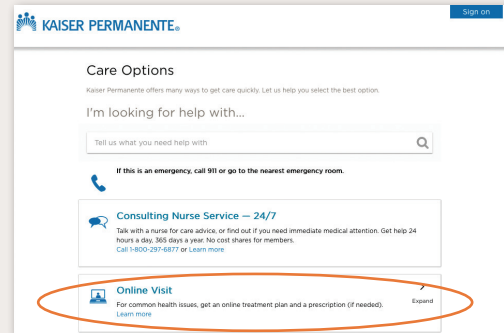
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Feel better, faster with Kaiser Permanente online visits

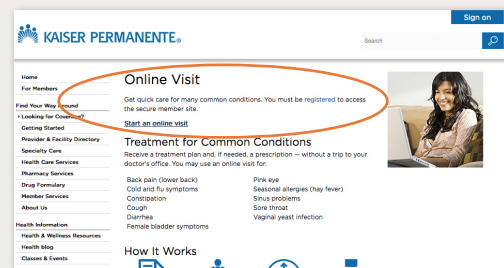
Getting a diagnosis and prescription online is a great way to avoid time off for doctor visits, traffic, and long lines when you don't feel well. Simply put, Kaiser Permanente online visits fit the way you live: on the go.

3 easy steps to use online visits:

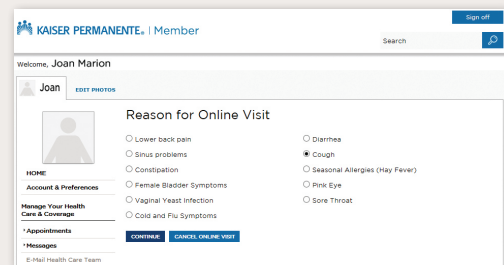
- 1 On the kp.org/wa home page, click Get Care, then click Learn More in the Online Visit box.



- 2 Click **Start An Online Visit**, then sign on, using your member ID and password.



- 3 After you accept the terms and conditions, answer the questionnaire. Based on the condition you select in the Reason for Online Visit screen, you will see questions about your specific symptoms.



You're all set!

Your answers go in the queue for the clinician, who will get back to you with advice—usually within 2 hours. You can expect:

- **A message in your email inbox**, plus you can sign on at kp.org/wa to see the response in your Messages inbox.
- **Your prescription, if needed**, is sent automatically to the pharmacy you chose at the beginning of your online visit.

Kaiser Permanente Pharmacy Refill Transfer Form

It's easy to transfer your refills. Just complete this form, and fax or mail it to us. We'll do the rest.

Patient name	Daytime phone number
8-digit ID from member card	Is it OK to leave a detailed message? <input type="checkbox"/> YES <input type="checkbox"/> NO
Current pharmacy name	Current pharmacy phone number

1	Prescription number:	Medication name:	Strength: _____
	Prescriber:	Prescriber's phone number:	Supply: <input type="checkbox"/> 30 <input type="checkbox"/> 60 <input type="checkbox"/> 90 days

2	Prescription number:	Medication name:	Strength: _____
	Prescriber:	Prescriber's phone number:	Supply: <input type="checkbox"/> 30 <input type="checkbox"/> 60 <input type="checkbox"/> 90 days

3	Prescription number:	Medication name:	Strength: _____
	Prescriber:	Prescriber's phone number:	Supply: <input type="checkbox"/> 30 <input type="checkbox"/> 60 <input type="checkbox"/> 90 days

4	Prescription number:	Medication name:	Strength: _____
	Prescriber:	Prescriber's phone number:	Supply: <input type="checkbox"/> 30 <input type="checkbox"/> 60 <input type="checkbox"/> 90 days

5	Prescription number:	Medication name:	Strength: _____
	Prescriber:	Prescriber's phone number:	Supply: <input type="checkbox"/> 30 <input type="checkbox"/> 60 <input type="checkbox"/> 90 days

ORDER LATER—check this box if you don't need a refill now. When you are ready to order a refill, please call us at 1-800-245-7979, or order online at kp.org/wa. Enhanced services verification is required to order online.

ORDER NOW—check this box and give us the information requested below. Your order should arrive in seven to ten business days. You will be billed separately. To protect your security, please do not send bank card information with your order.

SHIPPING INFORMATION

Name		
Address	Apt	
City	State	ZIP Code

FAX 206-630-7950 or
1-800-350-1683

MAIL Kaiser Permanente Mail Order
PO Box 34383
Seattle, WA 98124-1383

If you have questions, please call 1-800-245-7979.





It's easy. Just complete this form, attach the original prescription(s), and mail it to us at the address shown below.

Patient name:	Daytime phone number:
8-digit ID from member card: <input type="text"/>	Is it OK to leave a detailed message? YES <input type="checkbox"/> NO <input type="checkbox"/>
Current pharmacy name:	Current pharmacy phone number:
Personal (primary care) doctor's name:	Doctor's phone number:
Prescriber (if other than personal doctor):	Prescriber's phone number:

Order now – Check this box and give us the information requested below. Your order should arrive within seven business days. You will be billed separately. *In order to protect your security, please do not send bank card information with your order.*

Shipping information:

Name: _____

Address: _____ Apt: _____

City: _____ State: _____ ZIP code: _____

Order later – Check this box and we'll set up our system so you can order online through kp.org/wa.^{*} Or use our automated telephone system at 1-800-245-7979.

^{*}ID verification required to use enhanced services on the member website.

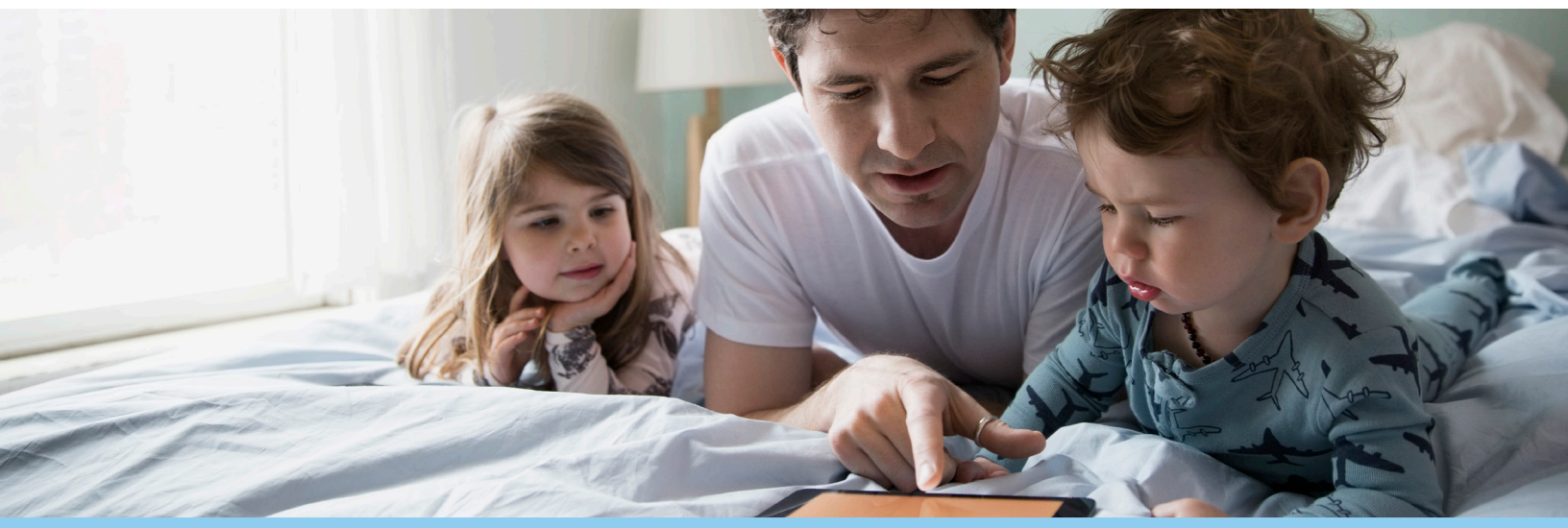
Additional instructions for the pharmacy:

Please mail this form and ORIGINAL prescription to:

Kaiser Foundation Health Plan of Washington
Mail Order Pharmacy
P.O. Box 34383
Seattle, WA 98124-1383

Member Guide

Kaiser Permanente Access PPO Plans



Important phone numbers

Member Services

1-888-901-4636

206-630-4636

711 (TTY)

Monday through Friday, 8 a.m. to 5 p.m.

Get information about:

- **Getting care.** Choosing or switching doctors, where to go for care, referrals for specialists, and on-the-job injuries.
- **Coverage.** What your health plan does and doesn't cover, adding dependents, and coverage while traveling.
- **Billing.** Statements, payments, and reimbursements.
- **Language services.** If your primary language is not English.
- **Evidence of Coverage.** If you need a printed copy of this document.

New member welcome team

1-888-844-4607

206-630-0029

Get help transferring your care or prescriptions to Kaiser Permanente.

Consulting nurse helpline

1-800-297-6877

206-630-2244

Get health care advice 24 hours a day, 7 days a week.

Behavioral Health Access Services

1-888-287-2680

206-901-6300

Schedule first-time appointments for mental health and addiction and recovery services.

Care management assistance

1-866-656-4183

Get help managing chronic health conditions.

Hospitalization notification line

1-888-457-9516

Call if you've been hospitalized for an emergency.

Prescription refills

kp.org/wa/pharmacy

1-800-245-7979

Fax 1-800-350-1683 or 206-630-7950 (for sending prescription refills or transfer forms).

Resource Line

1-800-992-2279

Get information on health topics, community resources, services for seniors, and support groups in your area.

Website and mobile app support

1-888-874-1620

Monday through Friday, 8 a.m. to 5 p.m.
Get help with our online services.

Find forms, health information, and providers in your plan online at kp.org/wa. Register for personal online services, and you'll be able to check your health coverage and benefits, order prescription refills, complete a health risk assessment, and more.

Your Kaiser Permanente Member Guide

Welcome to your go-to source for understanding your care options, finding health resources, and more. Getting and staying healthy starts with taking advantage of all that Kaiser Permanente has to offer.

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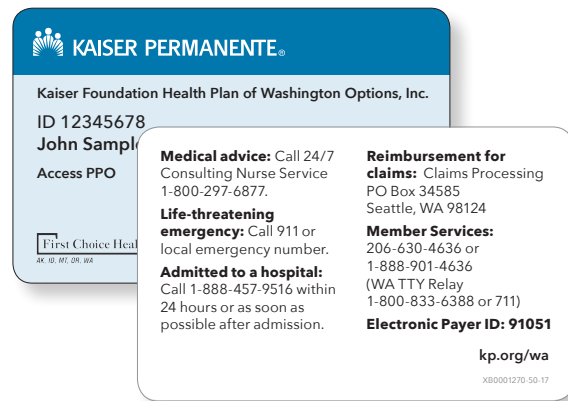
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The information in this Member Guide is updated from time to time and is current as of December 2018. Plan hospitals, plan physicians, and other plan providers, and the services available at plan facilities, are subject to change at any time without notice. If you have questions, or to get the latest information, call Member Services or visit kp.org/wa.

Your member ID card

Your Kaiser Permanente member ID card will be mailed to you. You need your member ID card or ID number to:

- Get care at our facilities and with other plan network providers
- Fill prescriptions
- Sign in at kp.org/wa to use personal online services
- Get assistance from Member Services



Digital ID card lets you manage your care on the go

You can also access your membership information anytime, anywhere, with the Kaiser Permanente digital ID card – an electronic version of your ID card. Just register for online services, sign in, and find the link on your secure homepage. The digital card lets you check in for appointments, pick up prescriptions, and provide your membership information – right from your smartphone.

Helpful tips

Check out the back of your card. You'll find useful numbers such as the consulting nurse helpline, Member Services, and the number to call if you're admitted to a hospital.

Call Member Services immediately if your ID card is lost, stolen, or needs to be replaced.

Write down your member ID number and keep it in a safe place separate from your card.



Download the Kaiser Permanente app. It's as easy as 1, 2, 3

1. Register for online services at kp.org/wa/getstarted.
2. Download the Kaiser Permanente Washington app from the app store on your mobile device. Make sure the app you download says **WA**.
3. Sign in with your member ID and manage your health care anytime, anywhere.



Choose your doctor and change anytime

Even if you don't need to see a doctor right away, having a personal physician is an important part of taking care of your health. Your personal physician coordinates your overall health care and makes sure you're connected with the resources you need.

Choose the right doctor

To find a personal doctor who's right for you, you can call Member Services or browse online doctor profiles. There you'll see information on each doctor's education, credentials, specialties, and areas of interest. For your personal physician, choose from these specialties:

- Family medicine
- Adult medicine/internal medicine
- Pediatrics/adolescent medicine (for children up to 18)

Be sure to check that the doctor you're considering is accepting new patients. If your choice doesn't feel right after a few visits, you can change personal doctors at any time, for any reason.

You can choose from thousands of doctors and other primary care providers included in our physician listings at kp.org/wa for Access PPO.

What to consider when you choose a doctor

Make a list of what's important to you in a doctor. Here are some things to consider: gender, clinic location, medical interests, languages spoken, years of experience, cultural or personal background.

Make an appointment

Call the doctor's office to schedule an appointment. At the appointment, talk with your doctor about your medical history, including any current conditions, known health risks, and medications you're taking. Review our preventive care schedules at kp.org/wa/wellcare and schedule any immunizations, tests, or screenings you're due for.

If you've chosen a personal physician at a Kaiser Permanente facility, you can schedule an appointment online once you've registered for our secure member website.

Help for new members

Are you in the middle of treatment? If you need help transferring your care or prescriptions from other providers and pharmacies to Kaiser Permanente, call our new member welcome team at **206-630-0029** or **1-888-844-4607**.

Kaiser Permanente care locations

Most of our medical facilities offer primary care, pharmacy services, X-ray, lab, and several specialty services, all under one roof. You can also visit CareClinic by Kaiser Permanente at Bartell Drugs for minor medical needs.



● Kaiser Permanente Medical Facility Locations

- | | |
|--------------|----------------|
| Bellevue (2) | Poulsbo |
| Bothell | Puyallup |
| Burien | Redmond |
| Everett | Renton |
| Federal Way | Seattle (4) |
| Gig Harbor | Silverdale |
| Kent | Spokane (6) |
| Lynnwood | Spokane Valley |
| Olympia | Tacoma (2) |
| Port Orchard | |

● CareClinic by Kaiser Permanente at Bartell Drugs

- | | |
|------------------|--------------------|
| Alderwood | Rainier Avenue |
| Ballard | Redmond |
| Bellevue Village | Sammamish |
| Crossroads | Silver Lake |
| Des Moines | Snoqualmie |
| Fairwood | University Village |
| Gig Harbor | West Seattle |
| Greenwood | |

New medical facilities are scheduled to open in Ballard and South Lake Union in 2019.

Check kp.org/wa/directory to find the most up-to-date listings of your plan providers, or call Member Services if you'd like help.



Access PPO network options

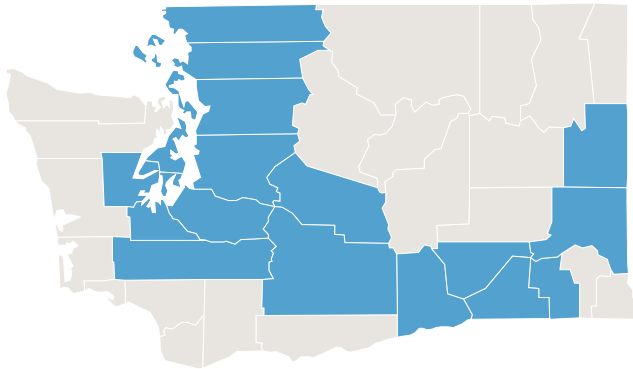
For even greater choice and convenience, the Kaiser Permanente Access PPO network gives you access to covered services from licensed providers across the country.

Special savings for select providers

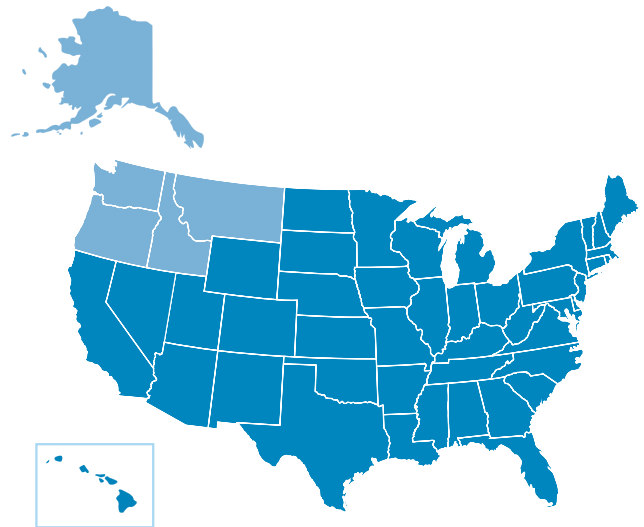
Choose a provider with the Washington Permanente Medical Group or from more than 26,000 providers in our service area who agree to our quality and patient satisfaction standards.* A select group of these providers, including physicians and pharmacies at Kaiser Permanente Washington, offers an enhanced benefit – lower copays or cost shares for office visits and some drugs. To find these providers, go to kp.org/wa/directory.

Regional and national coverage

Choose a preferred provider from First Choice Health network (www.fchn.com) in Oregon, Alaska, Montana, Idaho, and Washington or from First Health network (firsthealth.com) in the rest of the country. You also have access to the OptumRx nationwide network of pharmacies, which includes many well-known pharmacy chains.



■ Counties in our service area



■ First Choice Health

■ First Health

Non-participating providers

You can receive care from any non-participating licensed provider in the United States at your out-of-network benefit level. This choice has the highest out-of-pocket costs.

*Source: OIC Provider Network Form A

Routine care and care advice

We want it to be easy for you and your family to get the care you need. So we offer online, phone, and face-to-face options. Choose what works best for your health needs.

Online

Care Chat

Sign in to your secure kp.org/wa account and get medical care via Care Chat messaging with a clinician. Available every day from 8 a.m. to 10 p.m.

Online visits

Go online to kp.org/wa/onlinevisit for a quick diagnosis of common conditions. You'll hear back within 2 hours, 7 days a week, 9 a.m. to 9 p.m.

Email your doctor

If you get your care at Kaiser Permanente medical facilities, you can sign in at kp.org/wa, email your doctor's office with nonurgent medical questions, and get a response within 2 business days.

Phone

Consulting nurse

If you have an injury or troubling symptoms when our offices aren't open, you can call our consulting nurse helpline at **1-800-297-6877** or **206-630-2244**. The nurses are available 24 hours a day, 7 days a week. They will assess your situation and help you decide on next steps – whether that's self-care, an appointment with a provider, a visit to a nearby walk-in clinic, or a trip to the nearest emergency facility.

Phone appointments

Doctors at Kaiser Permanente medical facilities often schedule phone appointments with established patients for problems or follow-ups that can be handled via a phone visit.

Walk-in clinics

Find hours for walk-in clinics at a number of our medical facilities (Olympia, Puyallup, Tacoma, and Riverfront in Spokane) at kp.org/wa. No appointment is needed.

In the Puget Sound area, CareClinic by Kaiser Permanente at Bartell Drugs offers quick, high-quality care for common conditions. Find CareClinic locations at careclinic.org.

Office visits

Call your personal physician's office to schedule routine visits for preventive care or to discuss symptoms or health issues. At Kaiser Permanente, we'll make every effort to get you an appointment with your personal physician at a convenient time. You can also sign in at kp.org/wa and schedule an appointment at our medical facilities.

Women's health care

In addition to having a personal physician, women can self-refer to women's health care providers for routine reproductive health care, gynecological care, maternity care, and general preventive care such as Pap tests and breast exams. Women's health care providers include specialists such as gynecologists and obstetricians, and physician assistants or nurse practitioners specializing in women's health and midwifery.

Specialty care

When you need specialty care, your primary care doctor can recommend a specialist in your plan, or you can choose another network specialist. With Access PPO, you don't need a referral for most specialties.

Finding a specialist

To find a specialist, you can go to kp.org/wa, and select "Find a Doctor." You can choose from specialists at Kaiser Permanente, from specialists we contract with, or follow links to your additional regional and national provider networks. Once you've found a specialist you'd like to see or one your personal physician has suggested to you, just call the specialist's office and ask for an appointment.

For specialties at Kaiser Permanente that don't accept self-referrals, such as many surgical specialties, our staff will let you know that you'll need to first get a formal authorization or referral from your primary care doctor.

For specialists in the Access PPO network who don't practice at Kaiser Permanente, you'll need to ask the recommending physician to submit a referral to get authorization from Kaiser Permanente if needed.

Mental health care

Mental health services, including addiction and recovery, are available in the Access PPO network. You don't need a referral from your personal physician to access these services. You just need to call Behavioral Health Access Services at **1-888-287-2680**. They coordinate

and authorize all mental health care, including addiction and recovery, for plan members. Check your Evidence of Coverage for details.

Vision care

Most Access PPO plans cover routine eye exams. Check your Evidence of Coverage for details on your benefits for contacts or eyewear and lenses. Many of our medical facilities have an optical center where you can fill your prescription for contact lenses or eyeglasses. Visit kp.org/wa/eyecare for locations, hours, discounts, and frame selections. Or find an optometrist in your area in the Access PPO provider listing at kp.org/wa/directory.

Alternative care

No referral is needed to make an appointment with a licensed chiropractor, acupuncturist, or naturopath in the Access PPO network. If you need to see a massage therapist for medical reasons, your personal physician will write a prescription and care plan for you. Some plans have a visit limit for alternative care therapies. If you need more visits, they must be authorized by Kaiser Permanente, usually by the request of the recommending physician.

Inpatient care for surgery or a planned procedure is covered at a network facility when ordered by a Kaiser Permanente or other Access PPO network physician. Your physician will request any needed preauthorization from the health plan.

Urgent and emergency care

You are covered for emergency care and medically necessary urgent care anywhere in the world. If you think you are experiencing an emergency, go immediately to the nearest emergency care facility or call 911.

When to use urgent care centers

Go to the closest network urgent care center for an illness or injury that requires prompt medical attention but is not an emergency. Examples include:

- Minor injuries, wounds, and cuts needing stitches
- Minor breathing issues
- Minor stomach pain

If you're unsure whether urgent care is your best option, call the consulting nurse helpline for advice at **1-800-297-6877** or **206-630-2244**.

Where to go for urgent care

For urgent care during office hours, you can call your personal physician's office first to see if you can get a same-day appointment. If a doctor isn't available or it's after office hours, check kp.org/wa/directory or call Member Services to find the nearest urgent care facility in your network. Kaiser Permanente facilities have Urgent Care Centers at 5 locations:

- Bellevue Medical Center, 24 hours a day, 7 days a week
- Capitol Hill Campus, Seattle, Main Building, 24 hours a day, 7 days a week

- Olympia Medical Center, Monday through Friday, 8 a.m. to 9 p.m.; Saturday and Sunday, 9 a.m. to 5 p.m.
- Silverdale Medical Center, Monday through Friday, 8 a.m. to 9 p.m.; Saturday and Sunday, 9 a.m. to 5 p.m.
- Tacoma Medical Center, 24 hours a day, 7 days a week

When to use emergency care*

Seek emergency care for a medical or psychiatric condition that requires immediate medical attention to prevent serious risk to your health. Examples include:

- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- A sudden decrease in or loss of consciousness
- Severe shortness of breath

Access PPO plans provide coverage for emergency services, including ambulance transportation used for a medical or psychiatric emergency. If your particular plan has a copayment, coinsurance, or deductible for these services, you will receive a bill. You can review coverage for emergency services in your plan's Evidence of Coverage or Summary of Benefits and Coverage.

*If you need emergency care and are admitted to a non-network hospital (also referred to as "non-participating"), you or a family member must let us know within 48 hours after care begins, or as soon as is reasonably possible. Call the notification number listed on the back of your Kaiser Permanente member ID card to help make sure your claim is accepted.

Getting prescriptions filled

You can get prescriptions at any Access PPO network pharmacy, including pharmacies in the OptumRx national network, or through our mail-order service. For detailed information, visit Pharmacy Services at kp.org/wa/pharmacy.

Covered drugs

Your plan has an approved list of drugs to make sure that the most appropriate, safe, and effective prescription medications are available to you. This list – called a formulary – typically divides groups of medications into tiers. For example, tier 1 usually includes generic medications, tier 2 preferred brand name medications, tier 3 non-preferred brand name medications, and tier 4 specialty medications. The tier your medication is in determines your portion of the drug cost.

To find the formulary for your plan, go to kp.org/wa/formulary. You may need to check with your employer or review your Summary of Benefits to know how many tiers your plan's formulary has.

What's not covered

Most plans do not include:

- Nonprescription or over-the-counter drugs
- Drugs for cosmetic uses
- Drugs used for reasons not approved by the FDA
- Drugs for anticipated illness while traveling
- Plan-excluded prescription drugs

If it's determined that a drug that's not on your plan formulary is medically necessary for your treatment, you or your doctor can request that Kaiser Permanente review the circumstances and cover the medication, using a Drug Formulary Exception Request form, found online at kp.org/wa.

Transfer your prescriptions

To make sure your refills are ready when you need them, go to kp.org/wa/getstarted and follow the instructions under "Transfer Prescriptions." Find the transfer form and follow the instructions. If you'd like help, call our new member welcome team at **1-888-844-4607** or **206-630-0029**. Once you've transferred your prescriptions, you can use our mail-order pharmacy with free shipping.

Requirements for some drugs

A formulary usually includes some restrictions. Here's what you should know:

- **Step therapy (ST).** If 2 drugs have been shown to be equally effective at treating a condition, we ask that you try the less costly drug first before we'll cover the other medication.
- **Quantity limit (QL).** Based on a drug's safety, toxicity, and potential misuse, we may limit the amount of the drug you can have each time you fill the prescription.
- **Prior authorization (PA).** This process is to confirm medical criteria have been met that will ensure your safety. If you're on a drug that requires prior authorization and you got it while on another company's health plan, you will still need to complete the process with Kaiser Permanente.

Supportive care services

Some medical diagnoses and conditions can be stressful and create many questions for you and your family. These support services – all free to plan members – can help.

Chronic conditions

If you'd like more help managing chronic asthma, diabetes, high blood pressure, cholesterol, or heart disease, call **1-866-656-4183**, Monday through Friday, 8 a.m. to 5 p.m. Registered nurses certified in case management offer phone-based support to help you navigate the health system and make positive changes in your health.

Complex case management

This program assists plan members who are finding it difficult to manage because they have multiple chronic conditions, medications, and providers. A specially trained nurse – in partnership with your personal physician – will help you explore next steps for taking better care of yourself. Call **1-866-656-4183** to see if this program is right for you or a family member.

Care at home

Kaiser Permanente's specialized teams provide home health, palliative care, and hospice services to eligible Kaiser Permanente enrollees in King, Pierce, Snohomish, and Kitsap counties. Members living in other areas receive services through arrangements with other local home-care agencies. Nurses, physical therapists, social workers, home health aides, and other health professionals provide care and support services to homebound patients, including patients with advanced illnesses. Your provider can refer you to these services when

appropriate. In the 4 counties mentioned, call **1-800-332-5735** for details. In other areas, look for a network agency in the Access PPO provider listing at kp.org/wa/directory.

Specialty pharmacy program

This phone-based service offers ongoing support to members taking specialty drugs for a wide range of conditions. Specially trained pharmacists work with you and your doctor to review your medication schedule, provide education about medications and possible side effects, assess your response to drug therapy, remind you of any labs or clinical monitoring you need, and coordinate monthly delivery of your medications. Visit kp.org/wa/sp to learn more.

Transgender services

Kaiser Permanente is a safe, respectful place for those who wish to explore or pursue gender-affirming services. Licensed, caring social workers provide clinical guidance and support for members as they move through the process of gender-affirming surgery. Call **1-866-656-4183** for details. Members can self-refer. Coverage depends on your plan.

Managing your health online

When you register on kp.org/wa, you can use our many time-saving online tools for managing your health – anytime, anywhere.

Review your coverage

You can review your Evidence of Coverage, Summary of Benefits and Coverage, billing statements, Explanation of Benefits (a summary of services you've received and related charges), and the status on any remaining deductible you may have.

Refill prescriptions

Once your prescriptions are in the Kaiser Permanente pharmacy system, you can sign in to the secure member website to review your medications and request refills. Then choose whether you want us to mail your refill to you or have it ready for pickup at a Kaiser Permanente pharmacy. Mail-order deliveries can take up to 7 business days, although in most cases they arrive sooner. Your order can be tracked online. For questions or if you are concerned about a delivery delay, please call **1-800-245-7979**.

Check for health risks

See if you are at risk for certain diseases and learn how you can improve your health by taking the Health Profile. It's an online questionnaire you'll find on your secure member homepage after you register and sign in. This health risk assessment can then be used as a guide in discussing your overall care with your doctor. Take it every year, and you'll be able to see what's changed since your last assessment.

Manage your Kaiser Permanente care

When you receive all or part of your care at Kaiser Permanente, you can take advantage of additional online services. You can:

- Schedule most appointments with providers
- Email your doctor's office for nonurgent issues
- Check lab and test results
- Read after-visit summaries (whether an office visit, nurse visit, CareClinic visit, or phone visit)
- View medical records for you and your children under age 13
- See reminders for preventive care and appointments

The more care you receive at our facilities, the more complete your online health record at kp.org/wa will be.

On the go?

Try the Kaiser Permanente Washington mobile app. Access the kp.org/wa secure member services from your smartphone once you've registered and signed in. Use your member ID number and password to activate the app, and you'll be ready to use the secure features anytime, anywhere.*

Learn more at kp.org/wa/mobile.

*Note that Kaiser Permanente has numerous apps for downloading, but you'll want the Kaiser Permanente Washington app with WA prominently highlighted.



Care away from home

If you become ill or injured while traveling, you're never far from in-network care with local, regional, or national network options. Find links to your provider choices at kp.org/wa/directory.

Emergency care while traveling

If you need emergency care and are admitted to a hospital, you or a family member must notify us within 48 hours after care begins, or as soon as is reasonably possible. Call the notification line listed on the back of your Kaiser Permanente member ID card to help make sure your claim is accepted. Keep receipts and other paperwork from out-of-network care. You'll need to submit them with any claims for reimbursement after you get back.

Access to non-emergency care in other Kaiser Permanente regions

Care from Kaiser Permanente facilities outside of our Washington service area is covered at your out-of-network benefit level. Your costs should be lower if you get care from the First Choice Health network in Oregon or the Longview/Vancouver, Washington area, and from First Health Network in California, Hawaii, Georgia, Colorado, Maryland, Virginia, and the District of Columbia. These two networks participate in Access PPO plans. Find links to their provider directories at kp.org/wa/directory.

Travel Advisory Service

Our Travel Advisory Service offers recommendations tailored to your travel outside the United States. Nurses certified in travel health will advise you on any vaccines or medications you need based on your destination, activities, and medical history. The consultation is not a covered benefit and there is a fee for a Kaiser Permanente member using the service for the first time. Travel-related vaccinations and medications are usually not covered. Visit kp.org/wa/travel-service for more details.

Resources while traveling

You can call or email our consulting nurse helpline – 24 hours a day, 7 days a week – from anywhere in the world for advice on symptoms. If you get your care at Kaiser Permanente facilities, you can email a nonurgent question to your doctor's office. You can also sign in at kp.org/wa and access your online health record.

Paying for your care

When you receive medical services, either at Kaiser Permanente or from other network providers, be prepared to pay any copay, coinsurance, or deductible you're responsible for.

Kaiser Permanente medical services payment options

Pick the option that works best for you:

- Sign in at kp.org/wa and pay online.
- Pay in person at our medical facilities.
- Pay by mail using the payment coupon and return envelope that comes with your bill.
- Pay by phone using a credit card.

We accept payment by debit card, personal check, or credit card. We do not accept cash.

You may receive a bill for services performed after you've paid and left our facility, such as tests that need to be sent to a lab.

Medical financial assistance

Kaiser Permanente's Medical Financial Assistance program helps low-income or underinsured patients who need help paying for all or part of their medical care received from Kaiser Permanente. Patients are eligible for financial assistance when their family income is at or below 300% of the *Federal Poverty*

Guidelines. To see if you qualify, talk to the business office staff at any of our facilities or call **1-800-992-2279**. You can learn more about the program by searching for "financial assistance" at kp.org/wa.

Coordinating dual coverage

When you have additional health coverage, we may be able to lower your out-of-pocket expenses by working with the other health plan carrier to coordinate your benefits. Find our Coordination of Benefits Questionnaire under "Claim forms" at kp.org/wa/forms.

Out of network care

Access PPO has an out-of-network benefit level for covered services from any licensed provider in the United States who isn't part of the plan's network. Out-of-network providers will bill you directly, and you will need to submit claims to Kaiser Permanente for reimbursement, so you will have more paperwork than with in-network providers.

Contact us

Patient Financial Services 1-800-442-4014

Get answers to questions about a bill or request a payment arrangement.

How to Submit Claims for Reimbursement kp.org/wa/reimburse

For information and forms related to drug and medical claims and claims for care received outside the United States.

Resources for healthy living

Good health goes beyond the doctor's office. That's why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

Get the most out of your health plan



Wellness blog

Visit kp.org/wa/health for wellness information, recipes, fitness ideas, and tips for healthy aging.



Healthy lifestyle programs

Find discounts on fitness facilities nationwide, exercise videos, workout equipment, and weight management programs at globalfit.com/kpwa.



Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no additional cost. You can get help and inspiration for reaching a variety of health goals. Find out more at kp.org/wa/wellness-coach.



Classes and support groups

Sign up for health classes and support groups held at Kaiser Permanente medical facilities and some community locations. See what's available near you at kp.org/wa/classes. Some may require a fee.



Help to quit smoking

Quit for good with one of the country's most successful tobacco cessation programs – at no additional cost. Phone-based or online. Visit quitnow.net/kpwa for details.



Alternative care discounts

Enjoy a 20% discount on acupuncture, naturopathy, chiropractic care, yoga, Pilates, and more with Complementary Choices.™ Learn more at kp.org/wa/alternative-medicine.



Sponsored events

Connect with other fitness enthusiasts at our sponsored events across Washington state, including walking, running, biking, and cooking. Look for upcoming events at kp.org/wa/community-events.

Preventive care

Kaiser Permanente helps you stay as healthy as possible by focusing on prevention. Use our preventive care schedules and reminders to learn what you can do to be healthier and detect possible problems early.

Preventive care schedules

Well-care visits include immunizations, health and cancer screenings, weight and blood pressure checks, and counseling on lifestyle behaviors that affect your health. There are preventive care schedules for men, women, and children, each divided by age.

Find the prevention information you need, including care schedules, at kp.org/wa/wellcare. These schedules are for people who are generally healthy. If you have ongoing health problems or personal risk factors, your schedule may differ from the standard recommendation. Talk with your doctor about an approach that fits your needs.

What's covered as part of a preventive or well-care visit

The care listed in our well-care schedule for your gender and age is what is generally covered as part of your Preventive Services benefit – with no copay, coinsurance, or deductible. Use this time with your doctor to focus on prevention. If the appointment is also spent discussing or treating specific health conditions or symptoms, you may be responsible for a copay, coinsurance, or deductible for these additional services.

Watch for preventive care reminders

No matter where you receive your care, we'll remind you about screenings, tests, and immunizations you're due for. These reminders may come by mail, a phone call, or on your secure member homepage after you sign in at kp.org/wa. To help make sure you receive this important care, all primary care Kaiser Permanente and contracted providers in the Access PPO network receive a report that identifies any care gaps for every Kaiser Permanente member they see. In addition, when you get your care at Kaiser Permanente medical facilities, staff will likely mention any needed preventive care they see indicated in your electronic health record.

Protecting your privacy and security

We take protecting you, your medical information, and resources for your care very seriously. We train our employees and physicians to help protect your privacy and prevent fraud and identity theft.

Notice of Privacy Practices

Our regional Notice of Privacy Practices, which all members and patients receive, describes how medical information about you may be used and disclosed and how you can access it. It also describes our responsibility to notify you if there is a breach of your protected health information. We want to remind you about this notice and how you can get another copy if you want one. Protected health information is an important part of the federal Health Insurance Portability and Accountability Act (HIPAA). You can download a copy at kp.org/wa/privacy. In addition to English, copies are available in Chinese, Korean, Russian, Spanish, and Vietnamese. Or you may request a copy in your language.

Confirming your identity

When you receive services at Kaiser Permanente facilities, you'll be asked to identify yourself – usually with your name and birth date – several times. That's to ensure clinic staff are matching you with the right patient record every step of the way, whether it's for lab work, tests, treatment, or medications. You may encounter this practice with other network providers as well.

Your medical treatment

We want you to know about your rights when it comes to your medical treatment. While some rights are set by state and federal law, you also have the right to choose treatments based on your personal values, beliefs, and what is important to you.

Making treatment decisions

When your doctor offers you treatment for a medical condition, you can choose to say “yes” or “no.” To help you make a decision, your physician will tell you about your medical condition, the different treatments, and what their side effects might be. Your beliefs and values may guide you in deciding whether to go ahead with a treatment or not.

Discussing treatment alternatives

While Kaiser Permanente doesn't cover every kind of treatment or procedure (no health plan does), we don't have any financial incentives or penalties that might encourage doctors or other clinicians to withhold medically necessary services or to keep them from discussing recognized medical alternatives with you. The only financial incentives we ever use are rewards for medical groups and hospitals that meet quality care measures (such as cancer screenings) and patient satisfaction targets.

Documenting your care choices

What if you were in a serious accident and lost your ability to say “yes” or “no” to treatment? Advance directives are designed to document your wishes in case you find yourself in that situation. They can be completed by anyone 18 or older and changed or canceled at any time. There are 3 types of advance directives:

- *Durable Power of Attorney for Health Care*: Names someone as your decision-maker if and when you are unable to make health care decisions yourself.
- *Health Care Directive - Living Will*: Tells your provider and your family what kinds of care you do not want if you are seriously ill or injured.
- *Physician Orders for Life-Sustaining Treatment (POLST)*: Contains physician orders about the use of life-sustaining treatment such as CPR. It is intended to reflect your wishes around end-of-life care.

Call the Resource Line at **1-800-992-2279** for the forms you need and a booklet that will help you understand advance directives.

When you need hospital care

Your network includes most community and regional hospitals across our Washington state service area and across the rest of the country. The Leapfrog Group, a national hospital rating organization, publishes an annual survey on hospital safety performance. You can review the most recent results for participating hospitals – by state – at www.leapfroggroup.org/compare-hospitals.

Laws related to women's health

Contraception. Beginning in 2018, Washington state law requires health plans with contraceptive drug coverage to let members

Your medical treatment, continued

get a 12-month supply at once. All preferred contraceptives except NuvaRing are eligible for this extended supply. This regulation doesn't apply to employer self-funded plans.

Mastectomies. The Women's Health and Cancer Rights Act of 1998 gives you the right to the following coverage after a mastectomy: reconstruction of the breast on which the mastectomy was performed, surgery and reconstruction of the other breast to produce a symmetrical (balanced) appearance, prostheses (artificial replacements), and treatment for physical complications resulting from the mastectomy.

New medical technology

New and emerging medical technologies are evaluated on an ongoing basis by 2 Kaiser Permanente committees – the Interregional New Technologies Committee and our local Pharmacy and Therapeutics Committee. These evaluators consider the new technology's benefits, whether it has been proven safe and effective, and under what conditions its use would be appropriate. The recommendations of these committees, which are led by physicians, inform what is covered and used by our clinicians.

Quality improvements

Each year we develop an annual work plan to guide our efforts to maintain and improve the quality of patient care and services. You can find the Quality Plan & Program description and work plan at kp.org/wa/quality, or call Member Services and ask for a copy.

Feedback on care quality or access

Your compliments, concerns, complaints, and questions help us provide high-quality care and service. You can call Member Services at **1-888-901-4636** to share your comments, or complete an online form and email it to Member Services on kp.org/wa/compliments-complaints.

Coverage decisions

Decisions about your benefit coverage are based solely on the appropriateness of care for your medical needs and what is covered by your health plan.

How utilization management works

Utilization management is a process used in the health care field to make sure patients are getting appropriate services at the right time and for the right length of time. You benefit because it requires continuous review and monitoring of your care. Some of the services we continuously monitor and evaluate are:

- Hospital admissions and average length of stay
- Referred services
- Post-service claims
- Case management services for certain medical conditions
- Clinical practice guidelines

Some care, services, and supplies require prior approval (preauthorization) from Kaiser Permanente in order to be covered. This includes planned inpatient hospitalization, advanced imaging (CT scan, MRI, PET scan), clinical trials, dialysis, home care, hospice, certain drugs, and more. Generally, the recommending provider will request the preauthorization on your behalf.

If at any time you feel you are not receiving coverage for an item or service that you believe is medically necessary, you have the right to:

- Make a request for services or supplies you have not received.
- File a claim for payment of charges you've paid yourself.

If you don't agree with our decision regarding your request, you have the right to request an appeal.

You or your doctor can contact Member Services at **1-888-901-4636** for help with questions about coverage determinations. If you contact us after regular business hours, we'll respond the next business day. If the communication is received after midnight, Monday through Friday, we'll respond the same business day.

Claims

If you have questions about what is covered under your plan, it is best to review your Evidence of Coverage or other coverage agreement. You will find your coverage documents online at kp.org/wa once you've registered for online services and signed in.

To submit claims for care covered by your plan that you received from non-participating licensed providers, follow these steps:

1. Visit kp.org/wa/forms. Under "Pharmacy and medical reimbursement," click on "How to Submit Claims for Reimbursement." You can also request forms from Member Services.
2. Choose whether your claim is for pharmacy service, medical service, or a foreign claim, then download the appropriate form.
3. Complete the form and make a copy for yourself.
4. Mail the original to the claims processing address on the form. Medical claims have a different address from pharmacy claims.

Coverage decisions, continued

Processing a medical claim can take up to 60 days. Processing a pharmacy claim usually takes 4 to 6 weeks. Claims with missing information may be returned unprocessed, so be sure to completely fill out the forms.

Appeals

An appeal is a formal way of asking us to review and change a coverage determination we've made. You have the right to appeal any coverage decision. The type of appeal and time frame for resolution depends on what is being denied. In the letter you receive denying coverage, there will be information on how you can appeal.

At kp.org/wa/appeals, you'll find details on appeals and a link to download and print the Member Appeal Request Form. You can complete the form and then mail or fax it. If you register and sign in to your secure member homepage at kp.org/wa, you can submit the same information, "Request a Coverage Decision Appeal," online. If the situation isn't urgent, we normally make a decision within 30 calendar days of receiving the appeal. If any delay will seriously impact your health, you or your physician can request an expedited review, which is usually issued within 24 to 72 hours. Call the Member Appeals Unit at **1-866-458-5479** for more information on an expedited review.

Your rights and responsibilities

Providing the quality health care necessary to help you maintain your good health requires a partnership between you and your health care professionals. You need information to make appropriate decisions about your care and lifestyle choices. Your health care professionals need your participation to ensure you receive appropriate and effective health care. Mutual respect and cooperation are essential to this partnership.

It's important to know what you can expect and what we need from you when you receive care from us.

You have the right to ...

get information about our policies, services, facilities, and your benefits and care, in a way you understand. You have the right to be provided an interpreter if you need one, and receive written information in an alternative format or in non-English languages.

be able to access information about Kaiser Permanente, our services, your plan practitioners and providers, and how to use our services. This includes information about the qualifications of the professionals caring for you.

participate in physician selection. You have the right to select and change personal physicians within your plan network, and to expect your personal physician to provide, arrange, and/or coordinate your care. You have the right to a second opinion from an appropriately qualified medical practitioner within your plan network.

be treated fairly, with respect and dignity, without regard to your race, color, national origin, age, disability, sexual orientation, gender identity, or financial status. We support your having spiritual care in keeping with your religious, faith, or spiritual tradition and beliefs.

receive timely access to quality care and services in a safe setting. You have the right (1) to be secure and to be able to communicate

freely, (2) to be free from any form of restraint or seclusion unless medically necessary for your well-being, (3) to be protected from all forms of abuse, neglect, harassment, or discrimination and have access to protective services if needed. If communication restrictions are necessary for your care and safety, we will document and explain the restrictions to you and your family.

be involved in making decisions about your health care. You have the right to receive the information you need in order to accept or refuse a treatment that is recommended, including life-sustaining treatment and care at the end of life. If you are unable to do so, you have the right to choose an adult representative, known as your agent, to make medical decisions for you. Your instructions may be expressed in documents known as advance directives, which include a durable power of attorney for health care and a living will. You also have the right to donate organs and other tissues, according to state law.

Your wishes will be honored to the extent permitted by state and federal laws. Your family can provide input to care decisions consistent with your advance directives or with court orders.

Your rights and responsibilities, continued

You have the right to ...

a candid discussion of the benefits and risks of recommended treatments and procedures, and alternative options, regardless of cost or coverage. This includes alternatives when hospital care is no longer appropriate. These options should be presented in a manner appropriate to your medical condition and your ability to understand. You should be satisfied with answers to your questions and concerns before consenting to any treatment. You may refuse any recommended treatment if you don't agree with it or if it conflicts with your beliefs.

In general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.

receive visitors in a hospital setting that you or your support person designates, including but not limited to a spouse, domestic partner, significant other, family member, or friend. Visits are restricted from most treatment and procedure areas and may be limited based on your medical condition. You have the right to withdraw or deny your visitor consent at any time.

receive personal medical records. You have the right to request and receive copies of your medical records and request amendment or correction to such documents, in accordance with applicable state and federal laws. You can also designate someone to obtain your records on your behalf.

be assured of privacy and confidentiality.

We will honor your need for privacy and will not release your medical information without your authorization, except as required or permitted by law.

voice opinions or complaints about

Kaiser Permanente or the care or services

you receive. You have the right to know about complaint resolution resources such as Member Services and processes for complaints and appeals that can help answer your questions and solve problems. You have the right to make complaints without concerns that your care will be affected. A description of the way to make complaints and appeals can be found in your member Evidence of Coverage. You have the right to receive timely resolution of your complaint, usually within 7 business days.

You may also contact the following agencies:

- Health Systems Quality Assurance
Complaint Intake
Washington State Department of Health
P.O. Box 47857, Olympia, WA 98504-7857
Phone: **360-236-4700**
Email: hsqacomplaintintake@doh.wa.gov
Complaint forms can be found online.
- Idaho Department of Health and Welfare
405 W. State St., Boise, ID 83702
Phone: **208-334-5500**
Email: DPHInquiries@dhw.idaho.gov

be notified of and suggest changes to the organization's member rights and responsibility policies.

We welcome your suggestions and questions about Kaiser Permanente, its services, the health professionals providing care, and member rights and responsibilities. Call Member Services at **1-888-901-4636** or **206-630-4636**.

Your rights and responsibilities, continued

You are responsible for ...

knowing the extent and limitations of your health care benefits. This includes using practitioners and providers affiliated with your health plan for health care benefits and services, except when services are authorized or allowed by your plan, or in the event of an emergency. A detailed explanation of your benefits is contained in your Evidence of Coverage. If you need a replacement, contact your local Member Services office to request another copy. If you are registered for online services, you will also find this document under "Coverage & Costs"/"Coverage Documents."

keeping appointments. You are responsible for arriving on time for appointments and notifying staff if you cannot make it on time or if you need to cancel. Even late cancellations can often be filled by another patient.

improving the quality and safety of your care by providing accurate and complete information. This includes your medical history, medications, and any changes in your condition.

being active, informed, and involved in your care. You are responsible for participating in the development of your treatment plan and following it. Tell your provider if you don't clearly understand your treatment plan, don't think you can follow it, or feel changes need to be made. Ask any questions you have about your condition, your care, what is expected of you, or the payment for care.

recognizing the effect of your lifestyle on your health. Your health depends not just on care provided through your health plan, but also on the decisions you make in your daily life. Examples include smoking or choosing to ignore medical advice, compared with exercising or eating healthy foods.

making sure a responsible adult of your choosing is with you throughout a surgical procedure, and for the first 24 hours after the procedure.

fulfilling financial obligations. You are responsible for paying on time any money owed to Kaiser Permanente or our affiliate providers, including office visit charges. Understand that you will pay for the cost of care not covered in your contract.

being considerate of others. You should be considerate of other members, patients, and your care team and other health professionals.

Definitions you should know

Advance directives: A generic term that refers to several legally recognized documents that explain your wishes about the use of medical intervention in the event that you lose your ability to make decisions or communicate. Be sure to share your advance directives with your family, doctor, and lawyer.

Appeal: A request by a member (or provider on behalf of a member) for Kaiser Permanente to review a decision or grievance again.

Benefit: Covered service included in the member or employer's contract.

Coordination of benefits (COB): Method to determine the primary and secondary benefits for a member enrolled in more than one insurance plan.

Coverage agreement (also medical coverage agreement): A generic term that can refer to your Evidence of Coverage document.

Denial: Decision when services do not meet billing or coverage criteria.

Emergency medical condition: An illness, injury, symptom, or condition so serious that a reasonable person would seek care right away to avoid serious harm.

Enrollee: Plan enrollees, including the primary subscriber and any dependents enrolled on their plan.

Evidence of Coverage: A document that explains benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

Explanation of Benefits: A summary of health care services you've received and the related charges. It is not a bill. It is a statement that helps you keep track of your expenses.

Family medicine: This medical specialty provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

Grievance: A complaint that you communicate to Kaiser Permanente.

Hospice: Services to provide comfort and support for people in the last stages of a terminal illness and their families.

In network: Providers who are contracted with Kaiser Permanente to provide care for health plan members.

Inpatient care: Care in a hospital that requires admission and usually requires an overnight stay.

Internal medicine (also adult medicine): This medical specialty provides diagnosis and medical treatments for adults.

Network: The hospitals, physicians, practitioners, pharmacies, and suppliers we contract with to provide services to members in a health plan.

Notification line: A phone number a member should call if they have an unplanned admission to a hospital for emergency treatment.

Out of network: Any licensed U.S. provider who does not participate in our Access PPO networks can provide members care at their out-of-network benefit level.

Pediatrics (also adolescent medicine): This medical specialty provides children's health care, usually from birth through age 17.

Definitions, continued

Personal physician: Another term for the primary care physician who oversees your basic or general health care and, at Kaiser Permanente facilities, is responsible for coordinating your health care services.

PPO: Short for preferred provider organization. This plan type has a large network of providers offering medical care – physicians, hospitals, and other health care practitioners. It usually features lower or fewer copays or coinsurance when care is received from participating providers, and you're free to see most in-network specialists without a referral.

Preauthorization (also prior authorization or prior approval): A decision by Kaiser Permanente that a health care service, treatment plan, prescription drug, or durable medical equipment is medically necessary.

Referral: A written order from your primary care doctor for you to see a specialist or get certain medical services. PPO plan members don't need a referral for most services.

Reimbursement: When Kaiser Permanente pays you for expenses covered by your plan that you paid for directly, such as emergency care out of network.

Self-refer, self-referral: Services that a member may schedule directly without a referral or a preauthorization from Kaiser Permanente.

Service area: The geographic area where a health plan offers its plans.

Utilization management: A process that monitors quality and costs by making sure a medical treatment is covered by the member's plan and is necessary and appropriate.

Kaiser Permanente Nondiscrimination Notice and Language Access Services



KAISER PERMANENTE NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (“Kaiser Permanente”) comply with applicable federal civil rights laws and does 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 help ensure effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic 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 Kaiser Permanente.

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. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination.

Kaiser Permanente

Phone: 206-630-4636

Toll-free: 1-888-901-4636

TTY Washington Relay Service: 1-800-833-6388 or 711

TTY Idaho Relay Service: 1-800-377-3529 or 711

Electronically: kp.org/wa/feedback

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>

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

LANGUAGE ACCESS 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: 1-800-833-6388 or 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

中文 (Chinese) : 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-901-4636 (TTY: 1-800-833-6388 / 711)。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 번으로 전화해 주십시오.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

ភាសាខ្មែរ (Khmer)៖ បើសិនអ្នកនិយាយ, សេដ្ឋន្តិយជក យេមិនគិតល គឺចង់សំបប់អ្នក។ ចូរទូរស័ព្ទ 1-888-901-4636 (TTY: 1-800-833-6388 / 711)។

日本語 (Japanese): 注意事項 : 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-901-4636 (TTY: 1-800-833-6388 / 711) まで、お電話にてご連絡ください。

አማርኛ (Amharic) ፡ ማስታወሻ፡ የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-888-901-4636 (መስማት ለተሳናቸው፡ 1-800-833-6388 / 711)፡፡

Oromiffa (Oromo): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic): لديكم حق الحصول على مساعدة ومعلومات في ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-901-4636 رقم هاتف الصم والبكم: (711 / 1-800-833-6388).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

ພາສາລາວ (Lao): ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄ່າມື້ພ້ອມ ໃຫ້ທ່ານ. ໂທ 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-901-4636 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-833-6388 / 711).

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-901-4636 (ATS: 1-800-833-6388 / 711).

Română (Romanian): ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Adamawa (Fulfulde): MAANDO: To a waawi Adamawa, e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

فارسی (Farsi): توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. یا 1-888-901-4636 (TTY: 1-800-833-6388 / 711) تماس بگیرید.

Kaiser Permanente is here to help you thrive



With Kaiser Permanente, you get high-quality, affordable care that fits your life. Here are some of the top ways we help you live well and thrive.

More choice

Access PPO lets you see any licensed provider in the country. It also gives you exclusive access to more than 1,100 Kaiser Permanente providers,¹ the highest-ranked medical group in Washington for 11 years in a row.² You can see most health care professionals without a referral, and change doctors anytime.

Extra support when you need it

If you need help managing a chronic condition or complex health issue, our specially trained nurses are available to assist you. Using phone-based support, and partnering with your personal doctor, they'll guide you on the steps you need to take to improve your health.

Care and services in one convenient place

At Kaiser Permanente facilities you'll find physicians, lab, radiology, and pharmacy – usually all under one roof. Go online or use our mobile app to email your doctor,³ view your medical record,³ refill prescriptions, and find wellness tools, classes, and discounts.

Many ways to get the care you need

You can see your doctor in person or choose from other options:

- Call our 24/7 advice nurse
- Use an online visit⁴ for common conditions
- Chat online with a Kaiser Permanente clinician
- Walk in to CareClinic by Kaiser Permanente at Bartell Drugs

You can have medication refills delivered with our mail-order pharmacy. Check out our member website features at kp.org/wa/member-tour.

Access to alternative care

Chiropractic, acupuncture, naturopathy, and massage therapy are all included in your coverage. You also get a 20% discount for acupuncture, chiropractic care, yoga, Pilates, massage therapy, naturopathy, and more from our network of community providers. Visit kp.org/wa/alternative-medicine.

Resources to keep you healthy

We offer a program that helps you quit using tobacco, once and for all. And you can get discounts on fitness centers and gear, find tips and recipes on our wellness blog, and join other members at sponsored health events. Go to kp.org/wa for wellness resources.

Switching plans is easy

Changing health plans doesn't need to be a lot of work. Whether you're in the middle of a treatment plan or you're taking a prescription drug, we understand that you have unique needs. We're here to help make switching plans easy.

Call our new member welcome team.

Our dedicated team can help transition your 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**.

Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Create an account at kp.org/wa to transfer your prescriptions yourself, or call our new member welcome team for help.

Find the right doctor

Finding a new doctor can feel stressful. But our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs, and that you can change your doctor at any time, for any reason. You can choose a doctor online, or call our new member welcome team for help.

Transition your care

Are you currently getting treatment? We can help you transition your care to Kaiser Permanente. You might want help if:

- You have a scheduled surgery.
- You're taking a prescription drug or using medical equipment.
- A baby is on the way! You're pregnant and receiving prenatal care.
- You're following an established treatment plan.
- A health provider is working with you to manage a medical condition.

¹Washington Permanente Medical Group personnel records, March 2018

²Washington Health Alliance 2017 Community Checkup. Ranking applies to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C. (formerly Group Health Cooperative's medical group, Group Health Permanente, P.C.)

³Available when you receive care at Kaiser Permanente facilities.

⁴Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail order service.



Explore healthy resources

Online tools to help you thrive

KAISER PERMANENTE®  thrive



Manage
your care
online



Learn more
about your
health



Get
wellness
support



Manage your care online

See how easy it is to stay on top of your care. When you get your care at Kaiser Permanente facilities and register at kp.org/wa, you can use our many time-saving online tools for managing your health – anytime, anywhere.

Take charge of your care

[Kp.org/wa](https://kp.org/wa) is your online gateway to great health. When you register, you can securely access many time-saving tools for managing the care you get at our facilities. Visit kp.org/wa anytime, from anywhere, to:

- View most lab test results.
- Refill most prescriptions.¹
- Email your Kaiser Permanente doctor's office with non-urgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Review your health plan usage status.¹
- View your coverage documents.¹
- Manage a family member's health.²

 Go to kp.org/wa/member-tour to see how it works.

Register now – it's easy

Just go online from a computer (not a mobile device) and follow the sign-on instructions. You'll need your member ID number, which you can find on your Kaiser Permanente ID card.

 kp.org/wa/register


Download the Kaiser Permanente Washington app

Once you've registered, download the Kaiser Permanente Washington app from your smartphone. Find the links for Apple and Android phones at kp.org/wa/mobile. Then sign on to the app with your member ID number and you'll be ready to use the secure features anytime, anywhere.

 Learn more about the app:
kp.org/wa/mobile

Ready to get started at Kaiser Permanente?

Are you new to Kaiser Permanente? Thinking about joining? See how easy it is to choose a doctor, transition prescriptions, and more.

 kp.org/wa/getstarted

¹This feature is available for all plan members.

²Due to privacy laws, certain features may not be available if they're being accessed on behalf of a child younger than 18. Your child's physician may also be prevented from giving you certain information without your child's consent.



Get wellness support

Take advantage of these extra perks – from health coaching to discounts on fitness centers, weight management programs, and alternative medicine therapies.



Take advantage of fitness program discounts

Here's your opportunity to find affordable options for getting fit and having fun. You can choose from discounts on:

- 10,000 fitness clubs nationwide.
- Exercise videos.
- Workout equipment.
- Weight management programs, including Jenny Craig and Diet-To-Go.

Start with a Total Health Assessment, a simple online survey to give you a complete look at your health. You can also share and discuss the results of your assessment with your doctor.

▶ globalfit.com/kpwa
kp.org/wa/health-profile



Get a wellness coach

If you need a little extra 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/wa/health-wellness



Join other members in getting healthier

Look for classes and support groups near you, from cooking smart to living with chronic conditions such as diabetes, arthritis, and heart disease. Some may require a small fee.

Or connect with other fitness enthusiasts at statewide sponsored events for biking, running, and walking. Enjoy shopping for local produce, fresh flowers, and more at farmers markets we support – sometimes featuring our Teddy Bear Clinics for the kids.

▶ kp.org/wa/classes
kp.org/wa/community-events



Savings on alternative medicine therapies

Receive a 20% discount on a variety of health-related services through Complementary Choices.™ These include:

- Acupuncture
- Massage therapy
- Chiropractic care
- Naturopathy
- Pilates
- Yoga
- Tai Chi
- Personal trainers

Learn how to find a provider for this discount program on our website.

▶ kp.org/wa/alternative-medicine

The products and services described that are provided by entities other than Kaiser Permanente and are neither offered nor guaranteed under your Kaiser Foundation Health Plan contract. Kaiser Permanente does not endorse or make any representations regarding the quality or medical efficacy of such products and services, nor the financial integrity of these entities. Kaiser Permanente disclaims any liability for these products and services. Should a problem arise with any of these products or services, you may call the Member Services Contact Center, and we will direct you as appropriate. Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through Complementary Choices. Members should check their Evidence of Coverage or call the Member Services Contact Center for their area prior to utilizing the discounts offered by Complementary Choices.

Services covered under your health plan are provided and/or arranged by Kaiser Permanente health plans: 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, 404-364-7000 • 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., 601 Union St., Suite 3100, Seattle, WA 98101.



Learn more about your health

Information and inspiration are 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.

Health encyclopedia	Explore more than 40,000 pages of in-depth information on health conditions, related symptoms, and treatment options. kp.org/health kp.org/salud (en español)
Health guides	Stay informed on popular health subjects or discover something new through our live healthy health guide collections, available in English and Spanish. kp.org/livehealthy kp.org/vidasaludable (en español)
Drug encyclopedia	Look up detailed descriptions of thousands of drugs, including possible side effects. kp.org/medications kp.org/medicamentos (en español)
Natural Medicines Comprehensive Database	Find answers to your questions about dietary supplements, vitamins, minerals, and other natural products. kp.org/naturalmedicines kp.org/medicinasnaturales (en español)
Medical test directory	Learn more about your options for common tests and procedures, along with their risks and benefits. kp.org/healthdecisions
Wellness blog for Washington	Look, listen, and learn from fitness ideas, tips for healthy aging, events to watch for, and podcasts featuring members. wa-health.kaiserpermanente.org
Interactive tools and calculators	Take an interactive quiz or enter your information into one of our calculators to learn more about your health. kp.org/calculators
Recipes	Get inspired to prepare delicious, healthy dishes. Browse recipes by category, like vegetarian dishes, soups, or desserts, or by what's in season. kp.org/foodforhealth
Symptom checker	Use our interactive visual aid to gauge your symptoms. Click on the body part that's troubling you and learn what to do next. kp.org/sintomas kp.org/sintomas (en español)
Pedometer app	Track your every step with the Every Body Walk! app – including distance covered, time elapsed, calories burned, and routes taken. kp.org/10000steps