

# Find your healthy place

With care designed to help you thrive



# Why Kaiser Permanente is a better choice

Care at Kaiser Permanente feels easier with the help of dedicated caregivers, more ways to get care at home or on the go, and support for the whole you. We can help you get to your healthy place – no matter where it is.

## Dedicated support

Our New Member Welcome Team is ready to help you get started. And our Member Services representatives are there for you once you're on your way.

## Quality care

At Kaiser Permanente, you're in skilled hands. Our doctors come from some of the top medical schools, and many have practiced at leading hospitals around the country.

## Prevention

With care focused on prevention, we help you stay on top of your health. When you do need care, you get great doctors, the latest technology, and evidence-based care to help you recover quickly.

## Lots of resources

Coaching, personalized programs, fitness discounts, trusted health information, and classes and support groups are all part of your plan.

## Easy to use

Care and coverage are tied together, so you'll spend less time figuring out how to use your health plan and more time getting on with your life.

## Care options

Care is available in person and by instant message, email for nonurgent issues, video, or phone – so you get the help you need in a way that works for you.\*



\*Virtual care is offered when appropriate and available. If you travel out of state, virtual care could be limited due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

# Options for care, any way you want it

You've got more ways to get care than ever before, so it's easier to stay on top of your health.



## On-demand virtual care<sup>1,2</sup>

Connect anytime for on-demand video and phone visits with Kaiser Permanente clinicians who have access to your medical record and health history.



## 24/7 phone advice

Call our Consulting Nurse Service for advice, day or night.



## In-person care

Visit your doctor for routine care or when you're not feeling well.



## Care Chat<sup>1,2</sup>

Get real-time medical care online from a clinician at no additional charge on most plans.



## Video visit<sup>1,2</sup>

Meet face-to-face with a Kaiser Permanente clinician by video.



## Phone appointment<sup>1</sup>

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



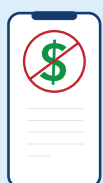
## E-visit<sup>1,2</sup>

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



## Email<sup>2</sup>

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



## Virtual care is covered at no cost<sup>3</sup>

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

<sup>1</sup> When appropriate and available.

<sup>2</sup> These features are available when you get care from Kaiser Permanente doctors and care teams.

<sup>3</sup> For high-deductible plan members, phone and video appointments, e-visits, and Care Chat are subject to your plan's annual deductible.

# Exclusive access to top-notch clinicians

When you're a Kaiser Permanente member, you benefit from access to the state's largest multispecialty medical group – Washington Permanente Medical Group. These highly skilled, experienced primary and specialty care doctors provide care at our medical facilities and via all our virtual care channels. When you choose Kaiser Permanente, you can rely on high-quality care from these knowledgeable clinicians from almost anywhere you are.

 <p><b>Washington Permanente Medical Group is one of the top-ranked medical groups in the state and has been for well over a decade.<sup>1</sup></b></p>	<p>Our doctors come from some of the top medical schools.</p>
	<p>Many of them teach at world-renowned universities.</p>
	<p>Many have practiced at the nation's leading hospitals.</p>
	<p>They're paid to provide the right care for you, not by procedure like fee-for-service doctors.</p>
	<p>Their performance is measured by the quality of the care they provide you.</p>
	<p>Our doctors don't have to run a practice, so they can focus on what really matters: you.</p>

 <p><b>97%</b></p>	 <p><b>340</b></p>	 <p><b>37</b></p>
<p>Kaiser Permanente Washington doctors who are board-certified. (The national average is 80%.)<sup>2</sup></p>	<p>Top Docs recognized by other medical professionals in area magazines since 2011<sup>3</sup></p>	<p>Top Docs in 2021 Magazines: <i>Seattle Magazine, Seattle Met, Spokane Coeur d'Alene Living</i></p>

<sup>1</sup> Washington Health Alliance 2008-2021 Community Checkup reports, <http://www.wacommunitycheckup.org>. The 2017-2021 year rankings apply to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C. Rankings for years prior to 2017 apply to the then-named Group Health Cooperative's medical group, formerly named Group Health Permanente, P.C. and now named Washington Permanente Medical Group, P.C.

<sup>2</sup> Washington Permanente Medical Group personnel records

<sup>3</sup> Recognized by *Seattle Magazine, Seattle Met, and Spokane/Coeur d'Alene Living*, 2011-2021

## Respecting who you are

We believe your story, background, and values are as important as your health history. To help deliver care that's sensitive to your culture, ethnicity, and lifestyle, we:

- Hire doctors and staff who speak more than one language
- Offer phone interpretation services in more than 150 languages
- Improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer<sup>4</sup>



## Care is better with a connected team



At Kaiser Permanente, your whole care team is connected – to you and to each other – through your electronic health record.



Your doctor coordinates your care, so you don't have to worry about where to go or who to call next.



If you need to see a specialist, they'll have important information about your health before they even meet you.



Every visit is captured, so your doctors, nurses, and pharmacists can consult each other on important health decisions and use your health history to inform your care.

## Greater in-person convenience for you

Get care when and how you need it – and do more in less time at our facilities. At many of our locations we offer services:



same-day



next-day



after-hours



weekends



doctor



lab



X-ray



pharmacy

In most of our facilities, you can see your doctor, get a lab test, have an X-ray, and pick up prescriptions – all in a single trip.



Go to [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) to read about Kaiser Permanente's clinicians.

<sup>4</sup> Kaiser Permanente improved blood pressure control in our Black/African-American members with hypertension, raised colorectal cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS® measures are updated quarterly in the interregional CORE Datamart.

# Prescription drug convenience

Whether you rely on prescription medication as part of your ongoing care, or a one-time drug for a sudden condition, it's easy to get what you need.



## Get started

**Transfer your prescriptions** | It's easy to transfer your prescriptions so your treatment is uninterrupted. You can do it online or via our mobile app, or ask our New Member Welcome Team for help.

**Find a pharmacy** | Visit [kp.org/wa/directory](https://kp.org/wa/directory) to find pharmacies in our health plan networks.



## Get prescriptions delivered

**Prescription home delivery** | Order prescription refills online, by phone, or with our mobile app and get them delivered to your home in as few as 1 to 2 days. Delivery is free of charge.<sup>1</sup>

**Same-day prescription delivery<sup>2</sup>** | We can deliver most prescription medications to your home or office in most areas of Puget Sound, Spokane, and Bellingham. A \$10 delivery fee applies.

**Automatic prescription refills** | Have your ongoing medications automatically shipped to you before you run out – no call or login required. Most routine medications are eligible.



## Get help

**Pharmacy Chat** | Get real-time answers to your pharmacy or medication questions online via chat at [kp.org/wa](https://kp.org/wa) or on our mobile app.

**Phone** | Pharmacy representatives are available to help you by phone.

**Specialty Pharmacy** | Members taking specialty drugs for a wide range of conditions can get ongoing, phone-based support from pharmacists and technicians who work closely with your doctor.

<sup>1</sup> Available on most prescription orders; additional fees may apply.

<sup>2</sup> Eligible prescriptions include non-narcotic and non-refrigerated medications that don't require a signature when delivered. We're unable to deliver medications to Medicaid/Molina members at this time.

# Care for your mind, body, and spirit

Emotional and physical wellness are connected. We're here for you with mental health and alternative care options that can help you stay healthy from head to toe, inside and out.

## Mental health care

If you're struggling with depression, anxiety, substance use, or other mental health concerns, we're here to help. Whether you get care from Kaiser Permanente's mental health clinicians or from other caring network providers, your personal physician and our Mental Health Access Center are your first stops for help when you need it.

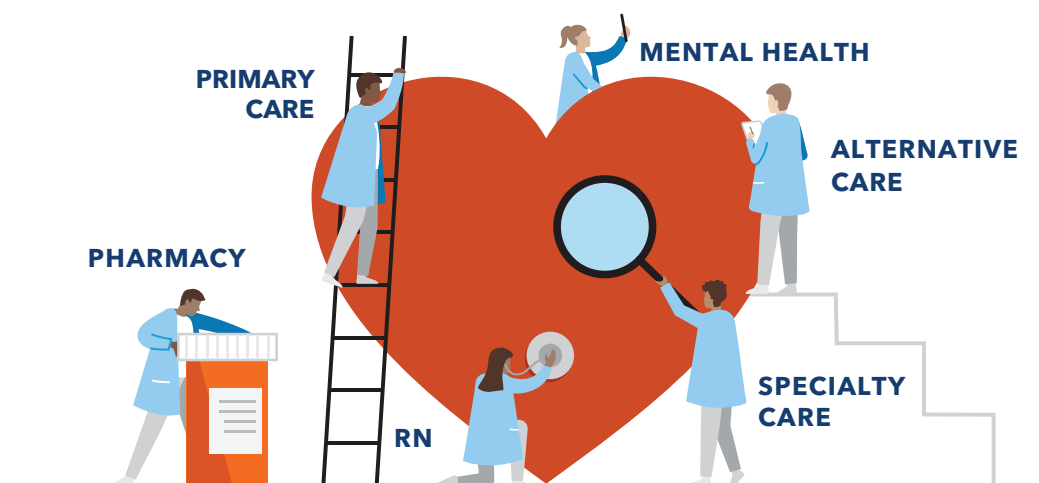
- At Kaiser Permanente locations, mental health clinicians are on staff and mental health screening is standard at most doctor visits.
- You can talk to our Consulting Nurse Service, 24/7; nurses can consult with an on-call psychiatrist if needed.
- You can choose a video visit<sup>1</sup> for follow-up appointments, when clinically appropriate.
- Depending on the severity of your issue, you may be able to access on-demand, text-based behavioral health coaching via chat, 24/7, with video visits available.\*

## Alternative care

Most of our health plans include coverage for complementary or alternative care. Coverage varies by plan and includes a network of chiropractors, naturopaths, acupuncturists, and massage therapists.



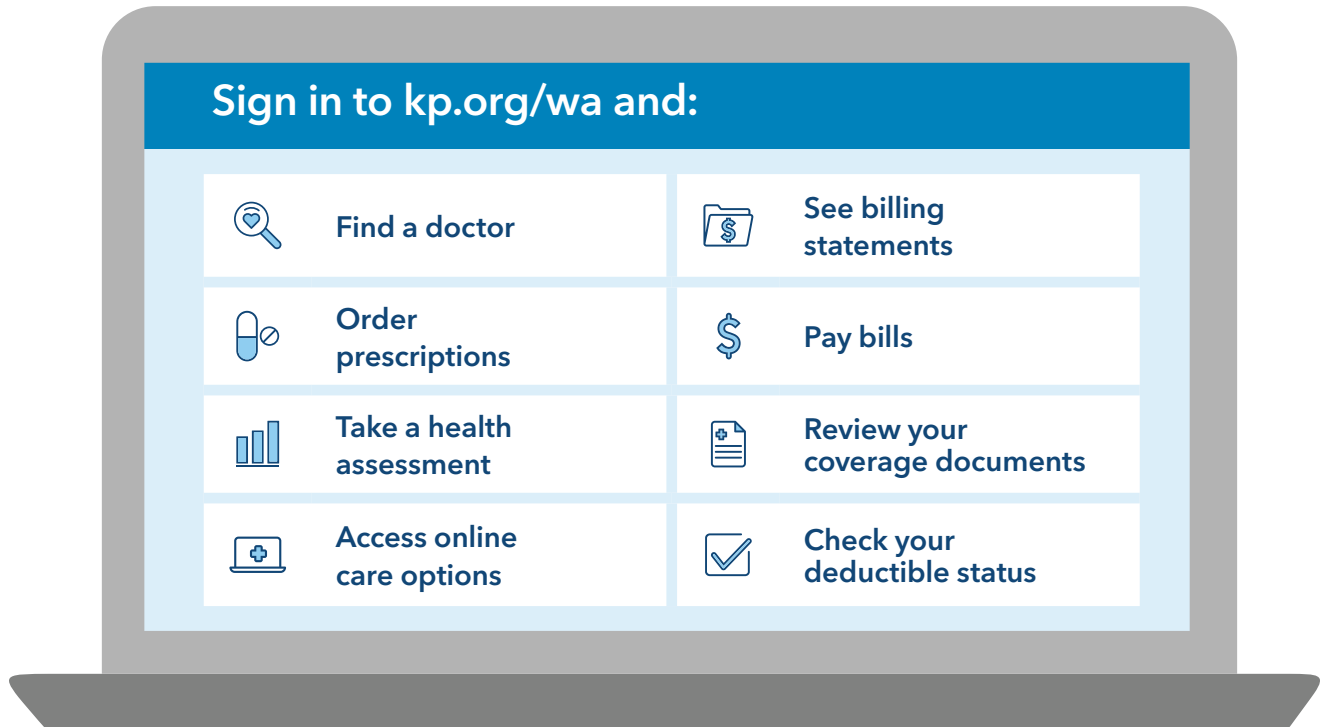
Our ChooseHealthy<sup>®</sup> program gives you 25% off participating provider standard fees for acupuncture, chiropractic care, and therapeutic massage. ChooseHealthy is offered in addition to any health plan coverage as an extra resource and is not covered by health plan benefits.



\* When appropriate and available.

# Hubs for managing your health

No matter which Kaiser Permanente health plan you choose, our secure member website at [kp.org/wa](https://kp.org/wa) and our mobile app let you manage your health online, on the go, and on your schedule.



## When you get care from Kaiser Permanente doctors and care teams, you can also:

- Email your health care team with nonurgent questions
- See preventive care reminders
- Make appointments
- Review scheduled appointments
- View lab and test results
- Review your after-visit summaries
- See medical records for you and your children under 13



### Get care on the go with our mobile app\*

The Kaiser Permanente Washington mobile app gives you easy access to many features available in your secure online account for care anytime, anywhere.

\* To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on [kp.org/wa](https://kp.org/wa). If you travel out of state, virtual care could be limited due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.



# Tools and resources for better health

Good health goes beyond the doctor's office. That's why we offer many convenient self-help resources to our members.



## Mindfulness and meditation apps:\*

Offered at no cost to members.



- Calm is designed to lower stress, reduce anxiety, and much more.
- myStrength® is a personalized program that helps people improve awareness and change behaviors.



## Fitness classes

Work out from anywhere with ClassPass, a partnership with 30,000 gyms and studios around the world. Classes include yoga, dance, cardio, boxing, Pilates, boot camp, and more. Also includes:

- Unlimited on-demand video workouts at no cost
- Reduced rates on livestream and in-person fitness classes



## Fitness discounts

ChooseHealthy® provides discounts on fitness gear and home equipment, plus access to fitness centers for \$25 a month plus a \$25 enrollment fee. Includes 11,000 fitness centers nationwide.



## Health information and support

Our Resource Line can provide printed health materials and DVDs about certain diseases and conditions, help you find and register for classes and support groups, and much more. Service is free for members.



## Wellness blog

Visit our trusted source of information about wellness, fitness, and nutrition at [thrive.kp.org/thrive-together](https://thrive.kp.org/thrive-together).

\* These apps are not intended to replace treatment or advice. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc. The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice.

# Personalized support to reach your health goals

Getting to a healthy place is easier with others by your side. With programs, classes, and support groups to help you, you can make progress toward better health.



## Wellness coaching

Health educators with expertise in preventive health care and behavior-change counseling can provide one-on-one phone support. Your coach can create a personalized action plan and teach techniques to make positive life changes, manage stress, be more active, eat healthier, and achieve other goals.



## Complex case management

Members with ongoing conditions like diabetes, asthma, high blood pressure, high cholesterol, and heart disease have access to programs offering personalized, phone-based help from nurses and clinical social workers.



## Help to quit smoking

Phone-based or online support from one of the country's most successful programs. Coverage varies by plan.

## Support groups and classes

- Alzheimer's caregiver support group
- Childbirth and parenting classes
- Bariatric surgery support groups
- End-of-life care workshops
- Bereavement classes and support groups
- Ongoing health condition workshops (diabetes, pain, and more)
- Breast cancer education and connection group
- Breastfeeding basics
- Cancer support groups



# Easy steps to get started

Switching plans can seem like a lot of work, but at Kaiser Permanente, we guide new members through each step. So you get the care you need without missing a beat.



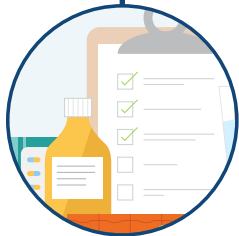
## Start with our New Member Welcome Team

They can help you find the right doctor and transfer your ongoing care or prescriptions from other providers and pharmacies to Kaiser Permanente, answer plan questions, and more.



## Search profiles to find the right doctor

Our online doctor profiles let you browse the many doctors and locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs.



## Transition your care seamlessly

Easily move prescriptions and schedule a visit with a doctor who's close to your home, work, or school. From day one, you'll have the support you need to help reach your health goals.



## Connect to care online

After you enroll, create an account at [kp.org/wa](https://kp.org/wa) or download the Kaiser Permanente Washington mobile app. Then manage your health on your schedule – whenever, wherever.

## Health care doesn't have to be confusing

If you don't know an HMO from an HSA, you're not alone. But rest assured – we're here to make health care easier to understand. Get help learning the basics at [healthy.kp.org/learn](https://healthy.kp.org/learn).



# Ready to choose Kaiser Permanente?

## We make it easy.

Our dedicated representatives can help you make the switch to Kaiser Permanente, get you started with your care, and provide answers to your questions along the way.

### Want to learn more?

Call Member Services.

1-888-901-4636

206-630-4636

711 (TTY)

### Already a new member?

Call the New Member Welcome Team.

1-888-844-4607

206-630-0029

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



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