

# Find your healthy place

With care at your fingertips 24/7



# Kaiser Permanente gives you convenient and affordable ways to get the care and support you need.

## Easy access to care

Make sure you're registered for our online services at [kp.org/wa](https://kp.org/wa) or on our mobile app. Sign in and you'll be able to:

- Access all the virtual care options available to you
- Schedule care
- See your lab results and medical records
- Refill prescriptions and sign up for mail-order pharmacy
- View your coverage documents

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

## Support from the get-go

Get help choosing a doctor and transitioning your care and prescriptions. Just call our dedicated New Member Welcome Team.

## Resources to boost your health

From health coaches to care managers and complementary self-care apps to discounts on fitness clubs, we'll help you reach your health goals.

## Your doctor, your choice

Choose your doctor based on what's important to you. Go to [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor), and search under the Virtual Plus – Connect Network for details on your provider network, and on the education, specialties, and languages spoken for doctors near you. You can also change doctors at any time.







## Care that's connected

Kaiser Permanente care teams are connected to each other – and you – through your electronic medical record. Whether you're seen virtually or in person, you'll get coordinated care from a team who knows your health.

# Experience the Kaiser Permanente difference

To be healthy, you need quality care that's simple, personalized, and hassle-free. At Kaiser Permanente, we bring care and coverage together so you get everything you need for your health in one easy-to-use package.

Kaiser Permanente Virtual Plus plans are available to employer groups located in King, Kitsap, Pierce, Snohomish, Spokane, and Thurston counties. Members of these eligible employer groups must reside or work in these 6 Washington counties to enroll in Virtual Plus plans.

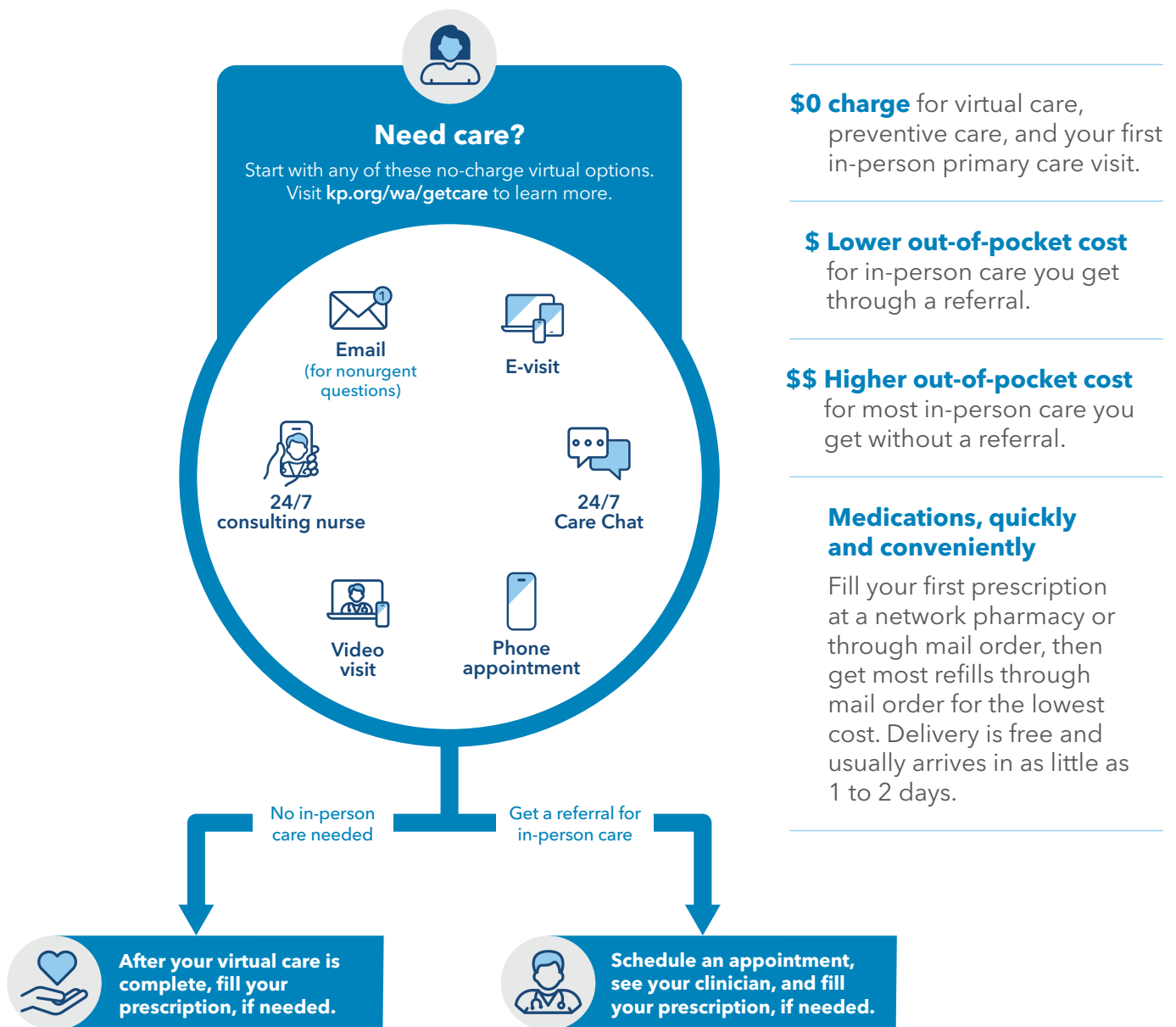
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# Welcome to care that fits your life

With low monthly premiums and no-charge virtual care, Virtual Plus plans give you convenient ways to start your care virtually with referred in-person care when you need it. Referrals are not required for urgent or emergency care.

## More control over your health care costs

During your virtual care visit, a Kaiser Permanente doctor or clinician will give you care and prescriptions, or refer you for in-person care.





## Your care, your way

Get high-quality care when you need it with a phone call, instant message, or click of a button. Your virtual care options include Care Chat, video visit, e-visit, phone appointments, and our Consulting Nurse Service available 24/7. **Start with a virtual care visit – just a click or call away.**

### Click<sup>1</sup>

#### 24/7 Care Chat

Sign in to your secure account at [kp.org/wa](https://kp.org/wa) and get real-time medical care from a clinician, 24/7, at no additional charge on most plans.

#### Video visit

Meet face-to-face with a Kaiser Permanente clinician by video for high-quality personalized care.

#### E-visit

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

#### Email

Send secure messages to your Kaiser Permanente care team for nonurgent issues.

#### Manage your care

Check benefits, refill prescriptions and have them mailed to your home, and access health resources. You can also use the Kaiser Permanente Washington mobile app for many of the features available online. Learn more at [kp.org/wa/mobile](https://kp.org/wa/mobile).<sup>2</sup>

### Call

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

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

#### 24/7 Consulting Nurse Service

Call our nurse helpline for care advice 24/7.

### Come in

#### Doctor appointment

Most Kaiser Permanente Washington medical facilities have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip.<sup>1</sup> Several of our medical facilities offer walk-in care for minor health issues. If you're referred for in-person care, your out-of-pocket costs will be lower.

#### Urgent care

Find in-network urgent care facilities in your area by searching urgent care at [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor). A referral is not required to receive lower out-of-pocket cost.



# Great care, great results

It's easy to get the care you need with the Virtual Plus plan. From preventive to specialty care, to support for an ongoing condition, care is at your fingertips 24/7.

To use some virtual care services, you'll need a strong private internet connection, and you'll want to be comfortable with technology such as email and texting. If you can reliably watch movies on your phone or computer from a streaming service, you most likely have what you need to connect with us using online chat, video visits, and other virtual care options.



## Preventive care to help keep you healthy

Preventive care is key to how we practice medicine and support member health at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

Virtual Plus plans do not require a referral for in-person preventive care with little or no out-of-pocket costs. And we send automatic reminders when you're due for your next screenings.



## A leader in clinical quality

Kaiser Permanente plans give you access to Washington Permanente Medical Group. Their leadership in clinical quality includes:

- One of the top-ranked medical groups in Washington state for more than a decade<sup>3</sup>
- Nationally Recognized Patient-Centered Medical Home for high-quality care<sup>4</sup>
- One of only 17 medical groups in the country to receive the Acclaim Award for physician-led innovations<sup>5</sup>



## Support for ongoing conditions

If you're struggling with a condition like diabetes or asthma, Virtual Plus plans offer care options to support you. If you already have a Kaiser Permanente personal doctor, you can keep your doctor when you switch to a Virtual Plus plan. If you're currently getting primary care from a non-Kaiser Permanente doctor, you'll need to choose a Kaiser Permanente doctor when you switch to a Virtual Plus plan. You'll be able to access your information and medical history when you register at [kp.org/wa](https://kp.org/wa).

In addition to a variety of ways to follow up on your care, you may be automatically enrolled in a disease management program free of charge for personal coaching and support. Or you can ask to be enrolled. With a well-rounded approach backed by proven best practices, we'll help you get the care you need to continue living life to the fullest.



## Specialty care when you need it

If you have a new health concern, the best place to start is with a virtual visit with your personal doctor. They'll help you decide if you need to see a specialist for evaluation and treatment, and they can refer you for an in-person visit. This will also help keep your out-of-pocket costs lower.



## More choice, more flexibility

Virtual Plus plans and the new Connect provider network offer affordable care through a suite of convenient, no-charge virtual options in Washington state, with access to in-person care when needed.



### Important information about the new Connect network for Virtual Plus.

Virtual Plus plans feature the Connect network which is offered to members of eligible employer groups who reside or work in King, Kitsap, Pierce, Snohomish, Spokane, and Thurston counties.

The Connect network offers no-charge virtual care from Kaiser Permanente providers. Primary care and pharmacy services are available at Kaiser Permanente Washington medical facilities.

#### Specialty care is available at:

- Kaiser Permanente medical facilities
- Providence Medical Group including Spokane practices
- Western Washington Medical Group
- Seattle Children's Medical Group

Our Kaiser Permanente health care professionals make up the high-performing<sup>6</sup> Washington Permanente Medical Group, and work together to offer high-quality and coordinated virtual care, primary care, and specialty care.

Visit [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) and search "**Virtual Plus – Connect Network**" to see which providers, medical facilities, and pharmacies are in network.

To find Kaiser Permanente locations in Washington state, go to [kp.org/wa/locations](https://kp.org/wa/locations).



### If you need emergency care or get hurt or sick while traveling

- Note that virtual care could be limited outside of Washington state due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.
- You can get emergency care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.<sup>7</sup> You have coverage for in-person emergency and urgent care anywhere in the world, and you do not need a referral. Your cost will depend on your plan benefits.
- You can get in-person care at any Kaiser Permanente medical facility in the country, in-network urgent care facility, or CVS MinuteClinic<sup>®</sup> in states without Kaiser Permanente facilities. You do not need a referral for these in-person care options, but you will have a cost depending on your plan benefits.
- Before accessing care at a Kaiser Permanente facility outside the Kaiser Permanente Washington service area, call Member Services to get a visiting member ID number.
- Our facilities are located in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Clark and Cowlitz counties in Washington state, and the District of Columbia.
- For help finding other plan providers, call Member Services.



## How do I get my medications?

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You can fill up to a 30-day supply of the first prescription for a new medication at an in-network pharmacy or through our mail-order service. Then you'll get most refills and maintenance medications through mail order. Delivery is free and usually takes 1 to 2 days. If your medication can't be mailed, you can get up to a 30-day supply at a network pharmacy. If you have medication questions or want help transferring prescriptions, you can chat online or have a video visit with a pharmacist.





# Get more from your health plan

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.

## Tools and resources for good health



### Wellness coaching by phone

Reach your health goals with an action plan and one-on-one phone support. A trained coach will help you find personalized techniques that will work for you. Also offered in Spanish.



### Emotional wellness resource

Get personalized programs for managing depression, stress, anxiety, and more with the Calm and myStrength apps at [kp.org/wa/mhw](https://kp.org/wa/mhw).<sup>8</sup>



### 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](https://quitnow.net/kpwa) for details.



### Special rates for members

Our ChooseHealthy® program gives you access to a fitness center membership for just \$25 a month, plus a \$25 enrollment fee. Or get 25% off participating provider standard fees for acupuncture, chiropractic and naturopathy care, and therapeutic massage. See these and more discounts at [kp.org/wa/member-perks](https://kp.org/wa/member-perks).



### Classes and support groups

Call the Resource Line at **1-800-992-2279**, or email [kpwa.resource-l@kp.org](mailto:kpwa.resource-l@kp.org) to find health classes and support groups near you.



### Wellness blog

Visit [about.kaiserpermanente.org](https://about.kaiserpermanente.org) for wellness information, recipes, fitness ideas, and tips for healthy aging.



# Making it easier to switch plans

Changing health plans can seem like a lot of work, especially if you're in the middle of treatment or taking prescription drugs. That's why we created a dedicated New Member Welcome Team to help you transition to Kaiser Permanente.

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**Call our New Member Welcome Team at 1-888-844-4607.**

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## Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Call our New Member Welcome Team for help. Or register online and create an account at [kp.org/wa](https://kp.org/wa) to transfer your prescriptions yourself. You'll be able to order refills online for convenient mail delivery to your home.



## Find the right doctor

Online doctor profiles let you browse among many excellent doctors and convenient locations in your area, so you can join Kaiser Permanente knowing you've found a doctor who fits your needs. Plus, you can change your doctor at any time, for any reason. View doctors at [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor), or call our New Member Welcome Team for help.



## Transition your care

You might want help transitioning your care to Kaiser Permanente if:

- You have a scheduled surgery
- You're taking a prescription drug or using medical equipment
- 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

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## We're focused on helping new members

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Other questions about transitioning care? Give us a call at **1-888-844-4607**.

## Endnotes

- <sup>1</sup> When appropriate and available. These features are available when you get care from Kaiser Permanente doctors and care teams.
- <sup>2</sup> To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on [kp.org/wa](https://kp.org/wa).
- <sup>3</sup> Washington Health Alliance 2008-2020 Community Checkup reports, [www.wacommunitycheckup.org](https://www.wacommunitycheckup.org). The 2017-2020 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>4</sup> Patient-Centered Medical Home™ is a trademark of the National Committee for Quality Assurance. Current Recognition runs through November 2021.
- <sup>5</sup> Received by Group Health Permanente, P.C. (now Washington Permanente Medical Group, P.C.) from American Medical Group Association in 2010.
- <sup>6</sup> Criteria established by American Medical Group Association
- <sup>7</sup> If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage.
- <sup>8</sup> Calm and myStrength are not available to Kaiser Permanente Dental-only members. 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.

## Already a member?

Manage your care online anytime at [kp.org/wa](https://kp.org/wa). If you haven't already, go to [kp.org/wa/register](https://kp.org/wa/register) so you can start ordering most prescription refills, get reminders about needed care, and view coverage documents. If you get care at Kaiser Permanente, you can start emailing your doctor's office with nonurgent questions, scheduling routine appointments, and more.

## Kaiser Permanente Nondiscrimination Notice and Language Access Services



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### 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](http://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): ប្រយ័ត្ន:** បើសិនអ្នកនិយាយខ្មែរ, សេវាជំនួយភាសា យេមិនគិតល គឺចូនសំបប់អ្នក។ ចូរទូរស័ព្ទ 1-888-901-4636 (TTY: 1-800-833-6388 / 711)។

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): ማሳሰቢያ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚኒተላው ቁጥር ይደውሉ 1-888-901-4636 (መስማት ለተሳናቸው: 1-800-833-6388 / 711)።

**Oromiffa (Oromo): XIYYEEFFANNA:** 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, ແມ່ນມີພ້ອມ 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. با 1-888-901-4636 تماس بگیرید. (TTY: 1-800-833-6388 / 711)

# Notes

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# Notes

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## Want to learn more?

### Visit [kp.org/wa](https://kp.org/wa) or call Member Services

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

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

New Member Welcome Team: **1-888-844-4607**

## Stay connected to good health

 [facebook.com/kaiserpermanentewashington](https://facebook.com/kaiserpermanentewashington)

 [@kpwashington](https://twitter.com/kpwashington)

 [@kp\\_washington](https://instagram.com/kp_washington)

 [youtube.com/kaiserpermanenteorg](https://youtube.com/kaiserpermanenteorg)



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