

Stay with the care you know and trust

We're here to help you live healthy and thrive.



Take advantage of everything your health plan offers

Your Medicare health plan includes discounted services, programs, and resources at no extra cost, and additional benefits to help you and your family members thrive. Whether you're new to Kaiser Permanente or have been a member for years, you may not be aware of the incredible benefits available to you – many at no extra cost!

Take a moment to review the information on the following pages to learn more about the extras that come with your Medicare health plan.

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Care centered around you

Care at Kaiser Permanente isn't one-size-fits-all. Our physician-led teams work together to make sure the care you get is tailored to your needs. Your care team is all part of the same network, making it easy to share information, see your health history, and deliver high-quality, personalized care – when and where you need it.

Your health care should reflect 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 with diverse backgrounds who may speak more than one language
- Offer phone interpretation services in many languages

Get seamless care with the help of your electronic health record



Share your health history and any concerns with your personal doctor.



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



Future care teams have a full picture of your health history – without you having to repeat your story.



With your health records in hand, your care team knows your needs in the moment and reminds you to schedule checkups and tests. Plus, you can view your records 24/7.

Our doctors and locations

As a member, you get access to our doctors and facilities – conveniently located near where you live, work, and play. And when you can't come to us, you can get the care you need when you need it.

95M

VIRTUAL CONNECTIONS

between members and their care teams in 2020¹



12.5M

MEMBERS

covered for care needs in mind and body



23,597

DOCTORS AND SPECIALISTS

connected to easily share the latest medical advancements



39M

PRESCRIPTION DELIVERIES

to members' homes in 2020, usually within 3 to 5 days



763

HOSPITALS AND MEDICAL OFFICES

with many services often under one roof, so you can get everything done quickly



9

AREAS

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



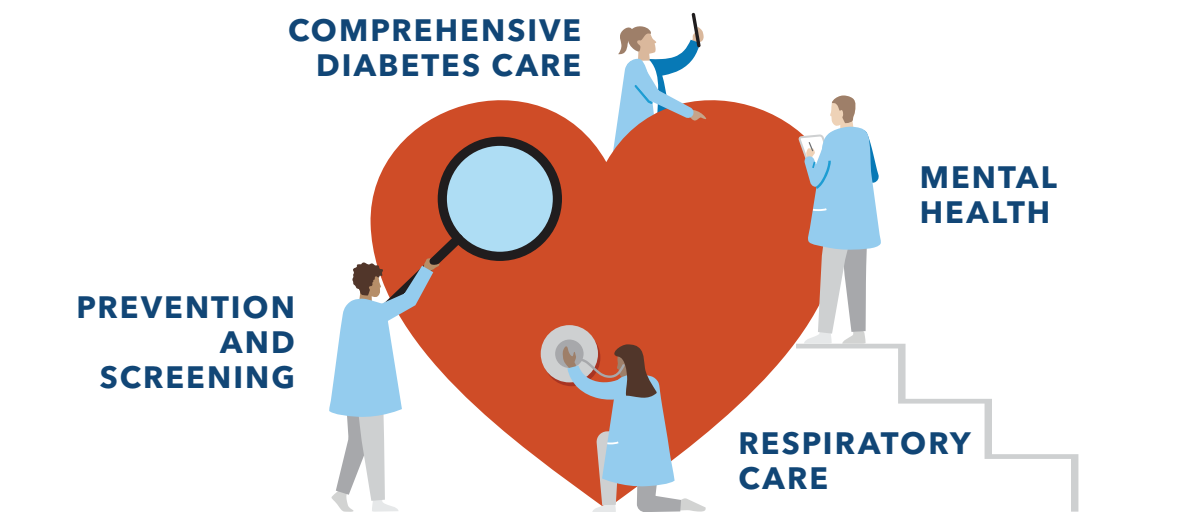
As a member, you can visit us at any of our locations. You can also change to another available Kaiser Permanente doctor at any time. To learn more, visit kp.org/doctors.



Industry-leading clinical quality

We're known for catching problems early with preventive care. But if your health needs serious attention, our industry-leading specialty care has you covered.

In 2020, Kaiser Permanente led the nation as the top performer in 34 effectiveness-of-care measures. The closest national competitor led in only 17.²



Specialty care when you need it

No matter your needs – mental health, maternity, cancer care, heart health, and more – you'll have access to great doctors, advanced technology, and evidence-based care to help you recover quickly.

A comprehensive approach to care

With one of the largest multispecialty medical groups in the country, we can connect you with the right specialist who will create a personalized plan for your care. To learn how our specialists work together in a connected system, visit kp.org/specialtycare.

Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.

Convenient care options

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



In-person care

We offer same-day, next-day, after-hours, and weekend services at many of our locations.³



Video or phone appointment

Schedule a face-to-face video visit or phone appointment with a Kaiser Permanente care team and any specialists you've been referred to.⁴



Email

Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply usually within 2 business days.



E-visit

Use our online symptom checker for certain conditions and get personalized care advice within a few hours.



24/7 advice

Get on-demand support with 24/7 care advice by phone.



Prescription delivery

Use the Kaiser Permanente app to fill prescriptions for delivery or same-day pickup.⁵



Care away from home

You're covered for emergency care anywhere in the world. When you're not in a Kaiser Permanente area, get urgent care from any provider, including MinuteClinic locations (in select CVS and Target stores) or Concentra urgent care centers.

Stay connected with the Kaiser Permanente app

Manage your health 24/7 – schedule appointments, email your doctor's office with nonurgent questions, order most prescription refills, see most test results, read your doctor's notes, and more.⁶



Health and wellness perks

Good health goes beyond the doctor's office. Explore some of the health and wellness perks available to our members.⁷ Many of these resources are available at no additional cost.



Reduced rates on gym memberships

Stay active by joining a local fitness center, plus enjoy thousands of digital workout videos.



Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more.



Wellness coaching

Get help reaching your health goals by working one-on-one with a wellness coach by phone.

Extras for your total health



Adult members can use meditation and mindfulness to build mental resilience, reduce stress, and improve sleep.



Adult members can set mental health goals, track progress, and get support managing depression, anxiety, and more.



Choose from thousands of on-demand workout videos and get reduced rates on livestream and in-person classes.

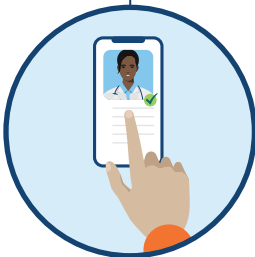
Special discounts with ChooseHealthy®

The ChooseHealthy program gives you reduced rates on a variety of fitness, health, and wellness products and services.^{8,9}



Specialty wellness services

Rebalance your mind and body, relieve pain, and manage chronic conditions with acupuncture, chiropractic care, and massage therapy.



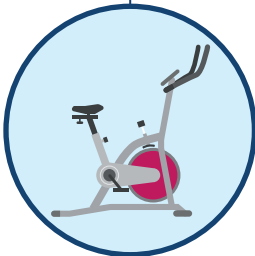
Activity trackers

Take advantage of special savings on activity trackers from Fitbit, Garmin, and more.



Workout apparel

Save on clothing and accessories from Skechers, 2XU, PRO Compression, and more.



Exercise equipment

Enjoy discounts on fitness equipment from TRX, Gaiam, BOSU, and more.

To learn more and explore your discounts, visit kp.org/choosehealthy.

Support for your social health

Physical health is the health of your body. Mental health is the health of your mind. Social health is your ability to access basic resources, like a safe place to live and nutritious food. Together, these 3 things make up total health.

If you need support for your social health, we're here to help. You can count on us to connect you to community-based programs and resources in your area to help with daily needs – including programs for food, housing, paying bills, transportation, and more.



To learn more about social health and our community resources program Thrive Local Connections, visit kp.org/socialhealth.



1. Source: Kaiser Permanente Telehealth Insights Dashboard. **2.** Kaiser Permanente 2020 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2020 and is used with the permission of NCQA. Quality Compass 2020 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. **3.** In the case of a pandemic, some facilities may be closed or offer limited hours and services. **4.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. **5.** Available on most prescription orders; additional fees may apply. For more information, contact the pharmacy. **6.** These features are available when you get care from Kaiser Permanente facilities. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. **7.** Some of these services may not be covered under your health plan benefits or subject to the terms set forth in your *Evidence of Coverage* or other plan documents. Services that aren't health plan benefits may be discontinued at any time without notice. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc. **8.** The ChooseHealthy program is provided by ChooseHealthy, Inc. The Active&Fit Direct program is provided by American Specialty Health Fitness Inc., (ASH Fitness). ChooseHealthy, Inc., and ASH Fitness are subsidiaries of American Specialty Health, Inc. (ASH). Active&Fit Direct and ChooseHealthy are trademarks of ASH and used with permission herein. Please note: The ChooseHealthy program is a discount program; it is not insurance. You can access services from any ChooseHealthy participating provider; referral from a primary care physician is not required. You're responsible for paying the discounted fee directly to the contracted provider. The ChooseHealthy products and services are provided by entities other than Kaiser Permanente, and Kaiser Permanente disclaims any liability for them. Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through ChooseHealthy. Check your Kaiser Permanente *Evidence of Coverage* or *Membership Agreement* for details or call our Member Service Contact Center before accessing the discounted services. If a problem arises with the discounted services, you may take advantage of the Kaiser Permanente grievance process by calling the Member Service Contact Center. **9.** The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the Kaiser Permanente grievance process.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232.

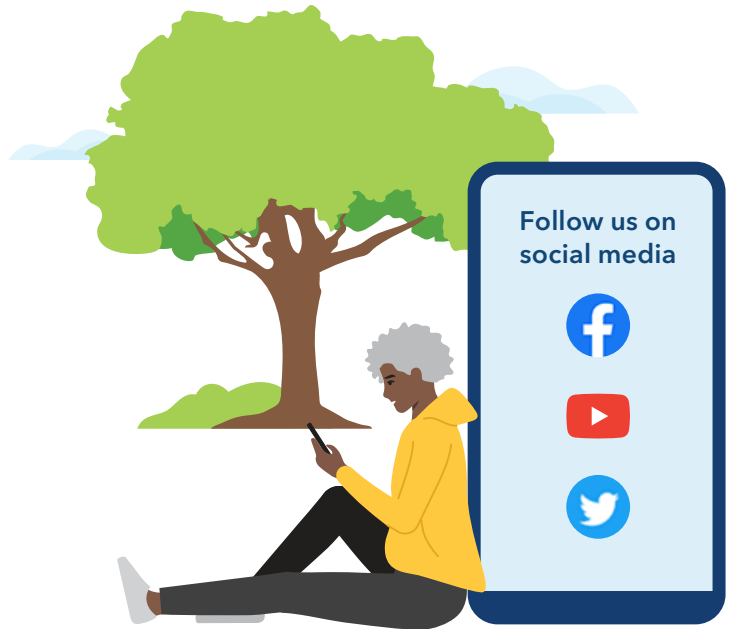
Let us help you live healthy and thrive

Having a good health plan is important for peace of mind. So is getting quality care. With Kaiser Permanente, you get both.

Have questions?

Call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays).

- **1-800-464-4000** (English and many other languages using interpreter services)
- **1-800-788-0616** (Spanish)
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)



Kaiser Permanente health plans around the country: 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., 1300 SW 27th St., Renton, WA 98057