

Think you know Kaiser Permanente?

TAKE A CLOSER LOOK.

Big things are happening at Kaiser Permanente.

Our doctors are being recognized as Top Doctors throughout Maryland, Virginia, and D.C., we're being ranked tops in the nation for quality care, and we're expanding with new high-quality partners.

Let's take a look at the facts—and bust a few myths people have about Kaiser Permanente.

Myth

Reality

"Kaiser Permanente doesn't hire quality doctors"

Kaiser Permanente doctors have graduated from some of the top medical schools in the country—including Harvard and Johns Hopkins. More than 300 individual Mid-Atlantic Kaiser Permanente physicians have been named Top Docs by publications such as *Washingtonian Magazine*, *Northern Virginia Magazine*, *Baltimore Magazine*, *Prince George's County Gazette*, and more.¹

"With Kaiser Permanente, you can't change doctors"

Our members can choose and change their doctors at any time, for any reason. In fact, you can view profiles of most of our doctors at kp.org/doctor to ensure you select a doctor that best fits your needs. Our doctor profiles include where they went to school, personal and professional interests, languages spoken, and much more.

"With Kaiser Permanente, I have to wait a long time to see a doctor"

At Kaiser Permanente you can always see a doctor on the same day with access to urgent care at 10 locations throughout the Mid-Atlantic region. You can email questions to your doctor's office, call our medical advice line, and video chat with a doctor for certain conditions—all available 24/7 without copayment or coinsurance.

"At Kaiser Permanente, I need a referral to see a specialist"

If your primary care physician decides that you require covered services from other providers, you usually will be referred to a Kaiser Permanente specialist. Should you require services not readily available at Kaiser Permanente, you may be referred to an associated provider in the community. Receiving services from non-plan providers will be authorized only if the services are not available from existing Kaiser Permanente providers.

"I don't have travel benefits with Kaiser Permanente"

Kaiser Permanente members who are traveling outside our service area are covered for emergencies and urgent care anywhere in the world, 24/7.

Myth

Reality

“Kaiser Permanente is good for preventive care, but not when I’m sick”

Kaiser Permanente has hundreds of highly trained specialists including award-winning oncologists, nephrologists, and cardiologists; we have expert doctors in more than 50 medical and surgical specialties. We want our members to get the highest quality care, no matter where that takes them. Most of the time that care can be found at Kaiser Permanente. However, if we’re unable to provide the care or treatment you need, our doctors can refer you to one of our affiliated specialists.

Kaiser Permanente of the Mid-Atlantic is recognized as the #1 health plan in Maryland, Virginia, and D.C. for quality of care and is ranked #13 in the nation.²

“Kaiser Permanente limits care and makes decisions based on costs”

Our members and doctors make care choices together, based on medical evidence. Because Kaiser Permanente provides both care and coverage, our doctors are focused on providing quality care to our members, not dealing with insurance companies. Kaiser Permanente’s connected system of care and coverage allows doctors to do what they’re trained to do—practice medicine.

“You can never go outside the Kaiser Permanente system for care”

We want our members to get the right care, no matter where they get it. Most of the time that care can be found right at Kaiser Permanente. But, for some rare conditions, our doctors can refer members to an affiliated provider in our area.

“Kaiser Permanente is not current when it comes to research and technology”

Kaiser Permanente developed a system called HealthConnect—an electronic health record system that connects all your physicians and puts you at the center of your care. We’re able to quickly implement treatment protocols based on recent peer-reviewed medical research to improve our members’ health and achieve better outcomes.

When all your caregivers are connected, the result is better care and less hassle for you.

Surprised?

There’s even more we want to share with you. Visit kp.org/midatlantic to see how we can help you live better and thrive.

¹315 of our doctors are named in the 2013–2014 “Top Doctors” editions of **Washingtonian Magazine** (March 2014), **Northern Virginia Magazine** (February 2014), **Baltimore Magazine** (November 2013), and are recognized as “Super Doctors” in **Washington Post magazine** (October 2013).

²In NCQA’s rankings of health plans for 2014, Kaiser Permanente of the Mid-Atlantic States once again tops the list as the #1 health plan in Maryland, Virginia, and the District of Columbia, rising to 13th overall in the nation (of 537 national health plans ranked). For the fourth year in a row, Kaiser Permanente plans ranked among the top health plans in the nation in a report published in September 2014 by the NCQA. All Kaiser Permanente plans ranked highest in both Medicare and commercial in the regions or states they serve.