Healthy together
See how our care and coverage can help you thrive
## Experience the Kaiser Permanente difference

<table>
<thead>
<tr>
<th></th>
<th>With Kaiser Permanente&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Without Kaiser Permanente</th>
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</thead>
<tbody>
<tr>
<td><strong>Choosing your doctor</strong></td>
<td>Learn about our doctors by reading their profiles and biographies on <a href="http://kp.org/doctor">kp.org/doctor</a>, then choose the one who’s right for you.</td>
<td>You may not know much about a doctor. Or you may be offered a simple provider directory with minimal information.</td>
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<tr>
<td><strong>Choosing how you get care</strong></td>
<td>How, when, and where do you want to receive care? From telephone advice to video visits,&lt;sup&gt;1&lt;/sup&gt; in-person appointments to emailing your doctor, and more, you’re in control.</td>
<td>Even for minor concerns, you usually make an appointment, drive to the doctor’s office, and sit in the waiting room.</td>
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<tr>
<td><strong>Making a routine appointment</strong></td>
<td>Use your phone, computer, or mobile device – anytime, anywhere.</td>
<td>You’ll likely have to call during business hours.</td>
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<tr>
<td><strong>Getting medical advice</strong></td>
<td>Get video medical advice with a doctor 24/7.&lt;sup&gt;2&lt;/sup&gt; And specially trained Kaiser Permanente nurses give medical advice by phone, 24/7. Both have access to your health record and can make follow-up appointments.</td>
<td>If medical advice is available, the representative won’t have access to your medical history and won’t be able to connect you directly to care.</td>
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<tr>
<td><strong>So much in one place</strong></td>
<td>In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions under one roof.</td>
<td>Seeing your doctor, getting a lab test, and picking up medication probably means 3 separate trips.</td>
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<tr>
<td><strong>Viewing your medical records and test results</strong></td>
<td>You and your providers have access to your electronic health record – which includes your medical history and most test results – keeping everyone connected and in the know.</td>
<td>You have to collect or request all your medical records on your own, and your providers are not likely to be connected to each other.</td>
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<tr>
<td><strong>Getting care in your language</strong></td>
<td>We have multilingual doctors and staff, and we offer interpretation services by phone in 150+ languages.</td>
<td>Some health plans offer limited access to interpreter services and multilingual doctors.</td>
</tr>
</tbody>
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<sup>1</sup> When you get care at Kaiser Permanente facilities.

<sup>2</sup> Video appointments with primary care physicians (PCPs) available only with Permanente physicians. During a PCP visit, you must be present in Maryland, Virginia, or Washington, DC. For 24/7 urgent video visits, you may also be located in Florida, North Carolina, West Virginia, or Pennsylvania. For members 18 and older. For certain medical conditions.
What’s inside this booklet

Check out everything that comes with your health plan, and see why more than 10 million people nationwide choose Kaiser Permanente. Get great care and the resources you need to live healthier – all in one convenient package.

- **A healthy partnership** ................................................................. P. 2
  Your care team puts you at the center of everything they do.

- **Great care, great results** ............................................................... P. 3
  Get the care you need to get and stay healthy.

- **Care the way you want it** .............................................................. P. 4
  Choose how, when, and where to get care for you and your family.

- **Care for a range of needs** ............................................................ P. 5
  Get the right care for your situation.

- **Healthy resources** ..................................................................... P. 6
  Take advantage of a wide range of convenient tools to help you stay well.

- **Locations near you** ................................................................. P. 7
  With so many locations to choose from, you can easily find one that works for you.

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**Once you join …**

Visit [kp.org/newmember](http://kp.org/newmember) to get started. It’s easy to choose your doctor, register for [kp.org](http://kp.org), and transfer your prescriptions. If you have questions or need help making your first routine appointment, just give us a call.

**Already a member?**

Manage your care online at [kp.org](http://kp.org). If you haven’t already, register at [kp.org/registernow](http://kp.org/registernow). Once you’ve registered, you can email your doctor’s office with nonurgent questions, request routine appointments, order most prescription refills, and more.
A healthy partnership

Your Kaiser Permanente personal physician is the biggest advocate for your health. You choose your own doctor, and that doctor coordinates your care with specialists as needed.

Choose your doctor — and change anytime

At kp.org/doctor, you can find information on a wide range of top-notch physicians, including their education, credentials, and specialties.

You can choose your doctor from:
- Adult medicine/internal medicine
- Family medicine
- Pediatrics/family medicine (children up to 18)

Select one doctor for your whole family or a different doctor for each family member.

Culturally responsive care for diverse communities

We believe nothing should stand between you and total health. That’s why we provide care that’s sensitive to the various ethnicities, cultural values, and languages of our members. To do this, we:
- Focus on hiring doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our providers in how to connect with, and care for, people of all backgrounds

Quality care starts with quality doctors

No matter which physician you choose, your health is in highly capable hands. Our doctors come from top medical schools, and many teach at world-renowned universities. Because we hire and train our own doctors, they are all held to the same quality standards and are committed to the same vision: making your life better by being your trusted partners in total health.

Coordinated and connected care

Your doctor, nurses, and other caregivers work together as a team, sharing information to give you the care you need. They’re connected to each other, and to you, through your electronic health record. They know your medical history, test results, medications, and allergies. So you get personalized care.

Did you know?

In 2015, Kaiser Permanente led the nation in 21 quality care measures, including controlling high blood pressure, managing diabetes, breast and colon cancer screening, and nutrition and exercise counseling for children.* To learn more, visit thrive.kp.org/quality.

*Kaiser Permanente 2015 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 2015 and is used with the permission of NCQA. Quality Compass 2015 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.
Great care, great results

Get the care you need to get and stay healthy. From preventive screenings to care for serious conditions, we’ve got you covered. And your care is backed by cutting-edge research and advanced medical technology.

Preventive care to keep you healthy

Prevention plays a vital role in health care. That’s why we offer so many resources to help you stay healthy and happy, and avoid getting sick. (For examples, see “Healthy resources” on page 6.)

To catch problems early, we offer preventive screenings, routine appointments, and more. Your electronic health record is key, tracking the services you get and reminding you and your doctor when you’re due for care.

Comprehensive care when you need it

Along with our commitment to prevention, we’re here for you if you get sick. You get great doctors, state-of-the-art facilities, and the latest technology – all combined to help you recover quickly.

If you have a condition such as diabetes or heart disease, we’ll work with you to manage it using proven best practices and treatment guidelines. Our well-rounded approach supports you physically and emotionally to help you continue living life to the fullest.

Hear from members about their care experiences at kp.org/carestories.

Advanced research working for you

We’re always looking to improve care for our members. Through our ongoing medical research, we discover new and better ways to prevent and treat illness.

To make this work possible, we have:

• More than 4,500 studies underway
• 7 regional research centers and 1 national center
• More than 1,200 research staff members

As one of the nation’s largest research programs, we conduct and share our learnings from groundbreaking studies and clinical trials. Our areas of focus span a wide range of health issues, including cancer, heart disease, diabetes, childhood obesity, and autism. Learn more at share.kp.org/research.
Care the way you want it

How, when, and where do you want to receive care? How do you want to manage your health? When you get care in our facilities, you get what you need for the day and hour you need it. It’s care that fits your life.

Choose how you connect to care

<table>
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<tr>
<th>In person</th>
<th>Because most of our locations offer many services under one roof, you can see your doctor, get lab services and X-rays, and pick up your prescriptions – all in one trip.</th>
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<tr>
<td>By phone</td>
<td>Where telephone appointments are available, you can save yourself a trip to the doctor’s office and talk with your doctor by phone. And medical advice is always available by phone 24/7.</td>
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<tr>
<td>By email</td>
<td>You can email your doctor’s office with nonurgent questions and get a reply usually within 48 hours, often sooner.¹</td>
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<tr>
<td>By video</td>
<td>Why not see your doctor by video and save the drive (and paying a share of the cost)? If you are 18 or older, and have a computer or mobile device with a built-in camera and microphone, you can meet with your personal doctor from home, work, or anywhere else. Your video visits are easy, secure, and part of your coordinated care. Need something sooner? Video visits are available 24/7 with an emergency medicine physician from Kaiser Permanente who is connected to your doctor and your medical history.²</td>
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Choose where you manage your care

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<tr>
<th>At home or work</th>
<th>Stay on top of your care 24/7 through My Health Manager at kp.org. If you receive care in Kaiser Permanente facilities, you can view your medical record, refill most prescriptions, schedule and cancel routine appointments, get vaccination records, see most lab results, and more. Visit kp.org/experience to see how it works.</th>
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<td>On the go</td>
<td>Wherever you are, you can access most of the features of My Health Manager on any mobile device through the KP app. You can also find a facility near you and get directions. Learn more at kp.org/mobile. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.</td>
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¹When you receive care in Kaiser Permanente facilities.

²Video appointments with primary care physicians (PCPs) available only with Permanente physicians. During a PCP visit, you must be present in Maryland, Virginia, or Washington, DC. For 24/7 urgent video visits, you may also be located in Florida, North Carolina, West Virginia, or Pennsylvania. For members 18 and older. For certain medical conditions.
Care for a range of needs

Get the right care for any situation. We’re just a call or a click away.

Quality care, when and where you need it

**Emergency care**
If you need emergency care, you’re covered worldwide – anywhere, anytime.

**Urgent Care**
Urgent Care services are located in many of our medical centers, and 6 are open 24/7 along with lab, X-ray, and pharmacy. Imagine the convenience of having the Urgent Care you need under one roof. Visit kp.org/urgentcare/mas for locations.

**Specialty care**
Need to see a specialist? We have one of the largest multispecialty medical groups in the country, so you get access to the right specialist quickly. You don’t need referrals for some care, including obstetrics-gynecology and behavioral health.

**24/7 nurse telephone advice**
Have questions? Not sure what kind of care you need? You can call our local and specially trained Kaiser Permanente advice nurses anytime. If you receive care in our facilities, the nurses are connected to your doctor, can see your health record and help figure out what type of care you may need, and even schedule a routine or Urgent Care appointment for you.

**24/7 physician video advice**
When you call for medical advice, you may be able to visit with an emergency medicine physician from Kaiser Permanente via video. Our advice doctors are connected to your personal doctor and your medical history.*

**Care away from home**
If you get sick or injured while you’re away from home, we can help you get care. We can also help you prepare for travel by checking if you need a vaccination, getting you a prescription refill before you leave, and more. Just call our 24/7 Away from Home Travel Line at 951-268-3900 or visit kp.org/travel. (International calls are not toll-free.)

**Hospital care**
We believe you deserve the best care at all times. And that’s never more important than when you need a hospital. We carefully select premier hospitals to partner with us in taking great care of you. Find out who they are and why we believe their care is better. Visit kp.org/premierhospitals.

*Video appointments with primary care physicians (PCPs) available only with Permanente physicians. During a PCP visit, you must be present in Maryland, Virginia, or Washington, DC. For 24/7 urgent video visits, you may also be located in Florida, North Carolina, West Virginia, or Pennsylvania. For members 18 and older. For certain medical conditions.

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.
# Healthy resources

Good health goes beyond the doctor’s office. Take a look at all the healthy tools and resources available online, by phone, and at our facilities – and choose the ones that work for you.

## Get the most out of your health plan

<table>
<thead>
<tr>
<th><strong>Online wellness tools</strong></th>
<th>Visit <a href="http://kp.org/healthyliving">kp.org/healthyliving</a> for helpful articles, wellness information, health calculators, fitness videos, music channels, podcasts, and recipes from world-class chefs.</th>
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<tbody>
<tr>
<td><strong>Healthy lifestyle programs</strong></td>
<td>Connect to better health. Our online programs can help you lose weight, quit smoking, reduce stress, sleep better, and more – all at no cost. Learn more at <a href="http://kp.org/healthylifestyles">kp.org/healthylifestyles</a>.</td>
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<tr>
<td><strong>On-site health classes</strong></td>
<td>Choose from a large variety of classes and support groups and get help improving your health. Find classes near you at <a href="http://kp.org/classes">kp.org/classes</a>. Some classes may require a fee.</td>
</tr>
<tr>
<td><strong>Personal wellness coaching</strong></td>
<td>Work one-on-one by phone with a personal wellness coach – at no cost. You can get help and inspiration for reaching a variety of health goals. Find out more at <a href="http://kp.org/wellnesscoach">kp.org/wellnesscoach</a>.</td>
</tr>
<tr>
<td><strong>Reduced rates for members</strong></td>
<td>Our members get special rates on a variety of health-related products and services – like gym memberships, massage therapy, and more. Check out your options at <a href="http://kp.org/choosehealthy">kp.org/choosehealthy</a>.</td>
</tr>
<tr>
<td><strong>Seasonal farmers markets</strong></td>
<td>Enjoy shopping for fresh, local produce and much more at our farmers markets hosted at some of our facilities. If food is your thing, visit <a href="http://kp.org/foodforhealth">kp.org/foodforhealth</a>.</td>
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</tbody>
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Services are offered by entities other than Kaiser Permanente and are not offered or guaranteed under any contract. Kaiser Permanente isn’t liable for services provided by the entities. Services can be changed or discontinued at any time.
Locations near you

It’s easy to get the care you and your family need. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.

Easy access for easier care

With convenient hours and locations, it’s simple to get the care you and your family need. Many of our locations offer same-day, next-day, after-hours, and weekend services.

Most of our facilities offer a variety of care and services, so you can take care of several health care needs in one visit. You can see your doctor or specialist, get a lab test or an X-ray, and pick up your medications — all without leaving the building.

Finding convenient locations

Choosing the right location is as easy as hopping online or pulling out your smartphone. Visit kp.org/kpfacilities to search by ZIP code, keyword, or the service you want.

Online tours of each of our medical centers

See each of the places where we care for our members, from the front door to the pharmacy, from the exam rooms to the lab, from physical therapy to where we perform MRIs, and every place in between. You can choose to look at still photos or 360° guided photo tours. Visit kp.org/midatlantic.

New medical centers opening spring 2017!

Our Severna Park Medical Center will relocate to Glen Burnie and be named North Arundel Medical Center. And look for a new medical center in Harford County, also in spring 2017.

Getting care anywhere

With so many locations to choose from, you’re sure to find one near your home or work — whatever’s best for you.

You can also see different doctors at different locations, either for yourself or your family. For example, you can choose a personal doctor close to work and an optometrist close to home, and your child can see a pediatrician near school.

Did you know?

We feature more than 500 seasonal, doctor-recommended recipes on our Food for Health blog. Get inspired at kp.org/recipes.
Kaiser Permanente medical facilities

Maryland
1 Annapolis Medical Center
2 Camp Springs Medical Center
3 Kaiser Permanente Baltimore Harbor Medical Center
4 Columbia Gateway Medical Center
5 Kaiser Permanente Frederick Medical Center
6 Gaithersburg Medical Center
7 Kensington Medical Center
8 Largo Medical Center
9 Marlow Heights Medical Center
10 NEW! North Arundel Medical Center
    Opening spring 2017
11 Prince George’s Medical Center
12 Severna Park Medical Center
    Relocating spring 2017
13 Shady Grove Medical Center
14 Silver Spring Medical Center
15 South Baltimore County Medical Center
16 Towson Medical Center
17 White Marsh Medical Center
18 Woodlawn Medical Center
19 NEW! Medical Center in Harford County
    Opening spring 2017

Washington, DC
30 Kaiser Permanente Capitol Hill Medical Center
31 Northwest DC Medical Office Building

Virginia
20 Ashburn Medical Center
21 Burke Medical Center
22 Fair Oaks Medical Center
23 Falls Church Medical Center
24 Fredericksburg Medical Center†
25 Manassas Medical Center
26 Reston Medical Center
27 Springfield Medical Center
28 Tysons Corner Medical Center
29 Woodbridge Medical Center

Please check kp.org/facilities for the most up-to-date listing of the services located at Kaiser Permanente medical centers, or call Member Services. All Severna Park services and providers will relocate to the new North Arundel Medical Center spring 2017.

† Not available for Medicare Plus enrollees.

These centers offer 24/7:
• Urgent Care
• Lab
• Pharmacy
• Radiology
The right choice for a healthier you

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

Learn more about how health care and coverage work together, for you.

- Member Service Contact Center
  800-777-7902 (TTY 711)
  Monday–Friday, 7:30 a.m.–5:30 p.m.

- kp.org/thrive

Stay connected to good health

facebook.com/kpthrive
youtube.com/kaiserpermanenteorg
@kpthrive, @kpshare, @kptotalhealth, @kpmidatlantic

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