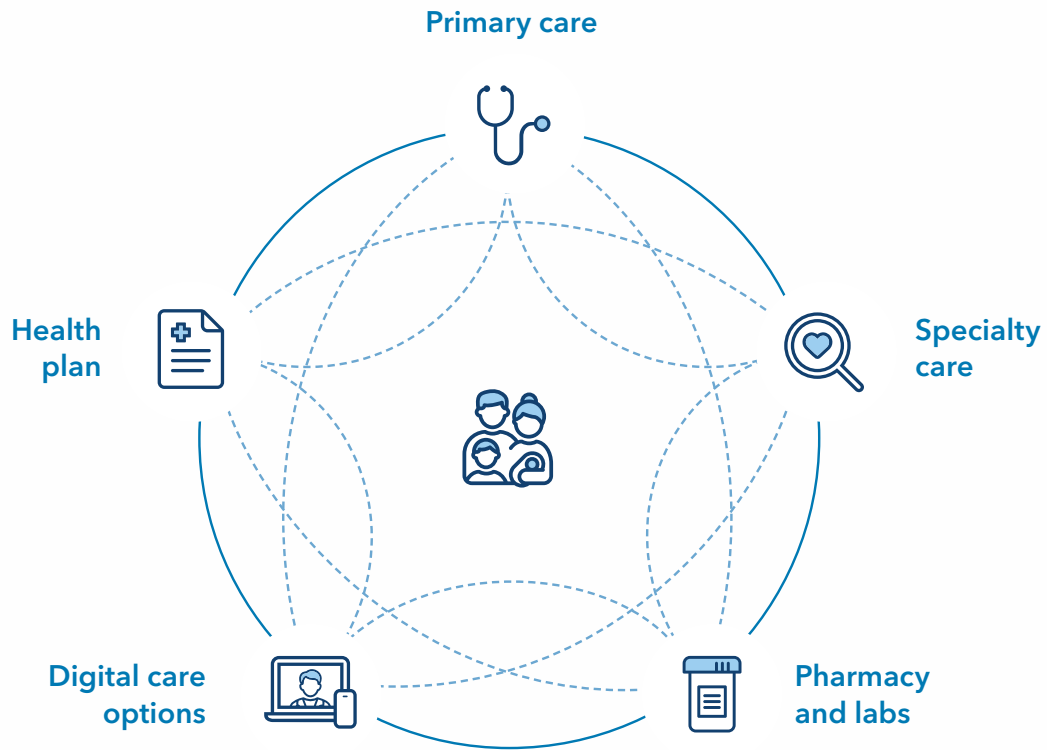


Find your healthy place

With care designed to help you thrive





Connected care makes your life easier

We combine care and coverage – which makes us different than other health care options. Your providers, hospitals, and health plan work together to make getting the right care more convenient.



Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. Care at Kaiser Permanente feels easier and faster, with the help of connected caregivers, more ways to get care at home or on the go, and support for your total health. Welcome to care that fits your life.

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Kaiser Permanente Plan Summary

for Emory Healthcare and Emory University employees

Plan Details

Annual deductible	\$0
Out-of-pocket maximum (per person/per family)	\$3,000 / \$6,000
Professional services	
Routine preventive physical exams	\$0
Primary care (includes urgent care)	\$25
Specialty care	\$35
Well-child preventive care visits (0-24 months)	\$0
Family planning visits	\$0
Scheduled prenatal care visits and first postpartum visit	\$0
Routine vision exams	\$0
Routine hearing tests	\$0
Physical, occupational, and speech therapy visits (up to 90 visits combined per Plan year)	\$25
Outpatient services	
Outpatient surgery and certain other outpatient procedures	\$150
X-rays and lab tests	\$0
Hospitalization services, per admission	
Room and board, surgery, anesthesia, X-rays, lab tests, and drugs	\$250
Emergency health coverage	
Emergency Department visits (copay waived if admitted)	\$250
Urgent care	\$25
Ambulance services	
Ambulance services (per trip)	\$75
Infertility services (subject to a \$25,000 lifetime maximum)	
Infertility office visits and infertility treatments	\$25 / \$35
Infertility diagnostic lab tests, X-rays	\$0
Infertility inpatient surgery, per admission	\$250
Prescription drug coverage (most drugs covered in accord with formulary guidelines)	
Tier 1 (up to 30-day supply)	\$0
Tier 2 (up to 30-day supply)	\$10
Tier 3 (up to 30-day supply)	\$30
Tier 4 (up to 30-day supply)	\$60
Tier 5 (up to 30-day supply)	\$90
Prescription Mail Order drugs	
Tier 1 (31- to 90-day supply)	\$0
Tier 2 (31- to 90-day supply)	\$25
Tier 3 (31- to 90-day supply)	\$75
Tier 4 (31- to 90-day supply)	\$150
Mental health services	
Inpatient psychiatric hospitalization, per admission	\$250
Outpatient individual visits	\$25
Outpatient group visits	\$12

This chart is a summary. It does not explain maximums, exclusions, or limitations, nor does it list all benefits and cost sharing. For a complete description of your Plan, please refer to the Summary Plan Description.

Your health benefits are self-insured by your employer, union, or Plan sponsor. Kaiser Permanente provides only administrative services for the Plan and is not an insurer of the Plan or financially liable for health care benefits under the Plan.

If you are currently seeing Emory Clinic providers (or any other providers) you will need to switch to Kaiser Permanente providers. In certain circumstances, your Kaiser Permanente provider may refer you to be seen by a non-Kaiser Permanente provider, which may include an Emory provider.

2021 Healthy Emory Wellness Incentive Program

2021 Incentives

Save money on your medical expenses by doing things that help you live a healthier lifestyle! Incentive activities must be completed between January 1, 2021 and November 15, 2021.



Healthy Emory Connect Registration: Get started earning your incentives by first registering on the Healthy Emory Connect platform. **Earn \$25** (incentive only for new registrants).*



Health Risk Assessment (HRA): Complete a simple health questionnaire on Healthy Emory Connect and get instant feedback on your current health status. **Earn \$50.***



Healthy Emory Connect Points: Earn points by tracking your healthy habits, competing in challenges and participating in other activities offered through Healthy Emory Connect's website and mobile app. **Earn up to \$350.***



Diabetes Prevention Program (DPP): Specifically for those who are at high risk of developing diabetes, DPP is a one-year, small group program that teaches you how to eat healthy, increase your physical activity and manage your stress to prevent or delay type 2 diabetes. **Earn up to \$250.***



Annual Primary Care Preventive Visit: Visiting your primary care physician for an annual visit is one of the best ways to identify and treat health issues before they become serious. Your spouse can also earn this incentive. **Earn \$50.**

With the Kaiser Permanente Plan, your incentives will be added to your Kaiser Permanente Health Reimbursement Arrangement (KP HRA) and can be used toward medical and pharmacy copays for you and your covered dependents.

Managing your KP HRA is easy. Visit kp.org/healthpayment to view your balance, file claims if applicable,** view transaction history, and more.

Your care experience at a Kaiser Permanente medical office will be seamless. We will automatically submit a claim from your HRA and once approved, your portion of the cost for services will be paid directly to Kaiser Permanente from your HRA.

*You must join Healthy Emory Connect in order to receive these incentives.

**In some cases, you may need to file a claim for reimbursement.

A connected experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need in no time.

Ready to get started? Visit kp.org/newmember.



Choose a provider who's right for you

Our online provider profiles let you browse the many excellent providers and convenient locations in your area, even before you enroll. So you can join knowing you've found a provider who fits your needs. You're also free to change at any time, for any reason.



Transition your care seamlessly

Easily move prescriptions and find a location that's close to your home, work, or school. Many services are often under one roof, making it easy to see your provider, get a lab test, and pick up prescriptions – all in one trip.



Get care on your schedule

Need to schedule an appointment? Have a nonurgent question you'd like to email to your provider's office? Want your prescription refill mailed to your home? After you enroll, register for an online account at kp.org or get our mobile app. Then join the millions of members who easily manage their health online – whenever, wherever.

Want to talk? We're here to help.



You don't have to choose a health plan alone. A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what extra perks are included. Call **1-800-324-9208** (TTY **711**), Monday through Friday, 10 a.m. to 9 p.m. EST.

ONE POWERFUL APP

- Lab results
- Email your provider
- Prescriptions
- Appointments
- Video Visits
- Payments



KAISER PERMANENTE®

PARTNERS IN HEALTH

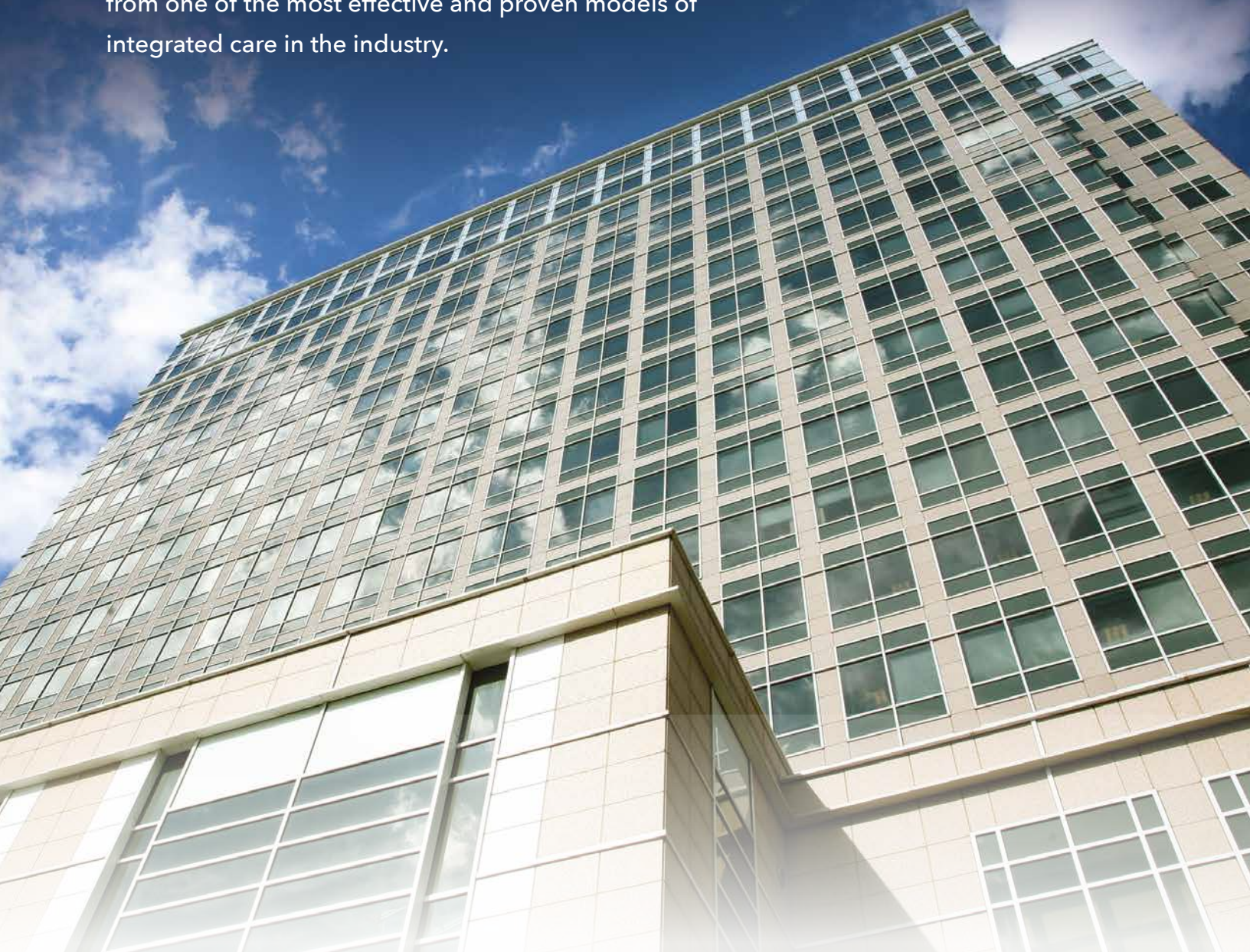
EMORY
HEALTHCARE



KAISER
PERMANENTE®

When your care requires a trip to the hospital, we're proud of our partnership with Emory Saint Joseph's Hospital and Emory University Hospital Midtown.

This exciting collaboration ensures our members benefit from one of the most effective and proven models of integrated care in the industry.



Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.



Great care from great providers

Our providers come from top medical schools, and many of them teach at world-renowned universities. No matter which personal provider you choose, you'll be in highly skilled, experienced hands – and your health is their main concern.

As your biggest health advocate, your provider will coordinate your care journey, and you'll work closely together to make decisions about your health.



Quality care with a connected team

Your provider, nurses, and other specialists are connected to each other, and to you, through your electronic health record. So they know important things about you and your health – like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.



Personalized care for all members

Care at Kaiser Permanente isn't one-size-fits-all. 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:

- Strive to hire providers and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of diverse backgrounds
- Improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer¹

Get an idea of what you'll pay before you come in for care with a personalized cost estimate based on your plan details. Visit kp.org/costestimate.

Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



Preventive care to keep you healthy

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

Your electronic health record plays a vital role. It tracks your preventive care services and sends reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.



Specialty care when you need it

We're also here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in the country, we can conveniently connect you with the right specialist. And you don't need referrals for most specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great providers, the latest technology, and evidence-based care – all combined to help you recover quickly.



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.



A leader in clinical quality

In 2019, Kaiser Permanente led the nation as the top performer in 26 effectiveness-of-care measures – the most of any health plan.²

These measures include:

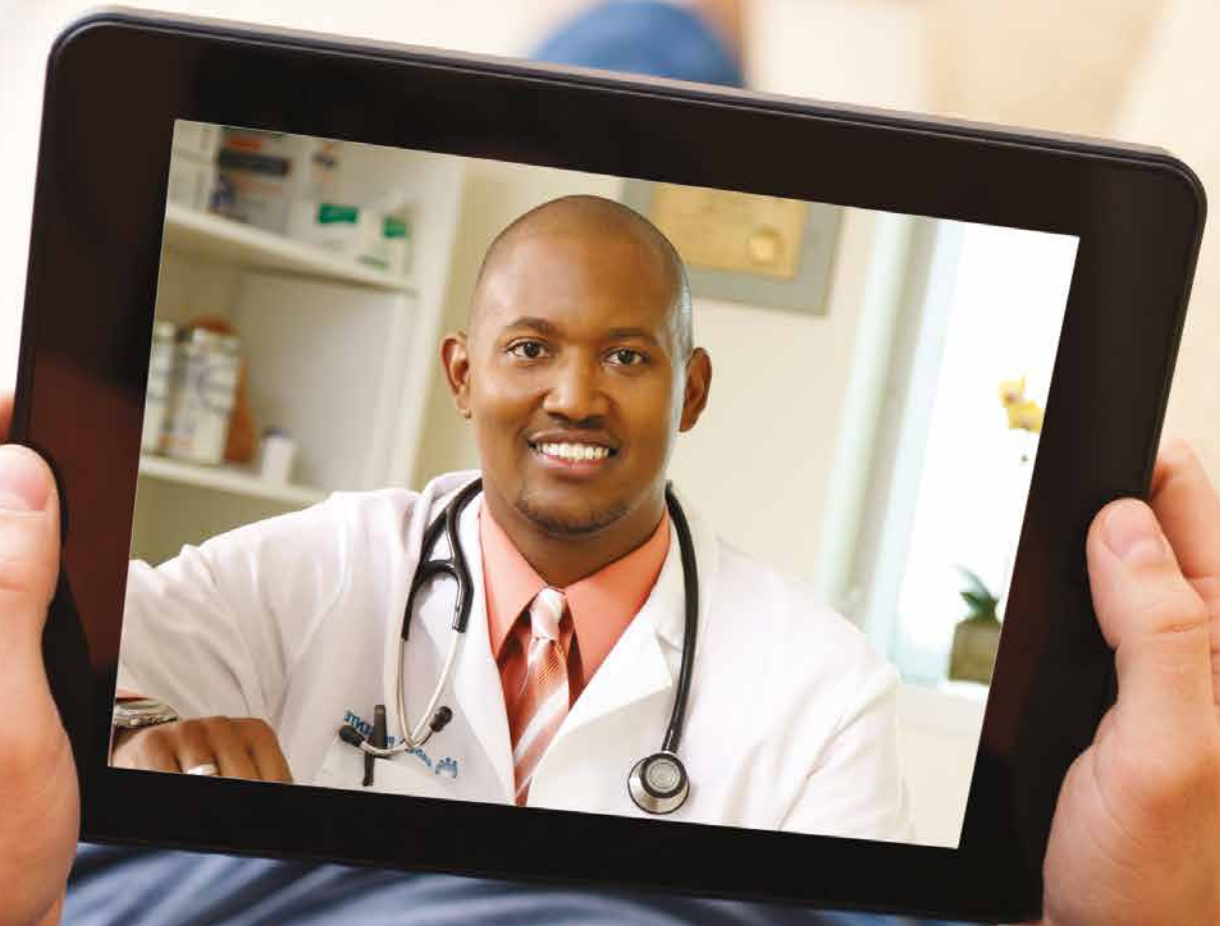
- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Mental health
- Maternity care



Hear care stories from real Kaiser Permanente members at kp.org/carestories.

CALL IN. CLICK IN. OR COME IN.

Same-day care on your terms. Telephone Visits, E-visits,
24/7 Nurse Advice, Chat Online, Video Visits, Express Care,
24/7 Urgent Care



Convenient ways to get care

Get care where, when, and how you want it. With more options to choose from, it's easier to stay on top of your health.

Choose how you get care



Video

Want a convenient, secure way to see a provider wherever you are? Meet face-to-face online.^{3,4} Ask your provider if video visits are available to you.



Phone

Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with a Kaiser Permanente clinician.^{3,4}



In person

Visit your provider for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.

Other ways to get care in the moment



E-visit

Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente provider.



Online

Chat live online with a Kaiser Permanente provider to get advice, referrals, prescriptions, and more.



24/7 care and advice by phone

Call us for advice when you need it most. We'll help you find out what care is right for you, schedule appointments, and more.



Email

Message your provider's office anytime with nonurgent health questions.⁴ You'll get a response usually within 2 business days, if not sooner.



App

Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.^{4,5} You can also keep up with your care at **kp.org**.

Healthy resources

Good health goes beyond the provider's office. Explore some of the convenient resources available to members and choose the ones that fit your life.⁶

Get the most out of your membership perks



Special rates for members

Enjoy reduced rates on services that can help you stay healthy – like gym memberships, acupuncture, massage therapy, and chiropractic care.



Self-care apps

Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, available at no cost to adult members. Visit kp.org/selfcareapps.



Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – all at no cost. Learn more at kp.org/healthylifestyles.



Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at kp.org/wellnesscoach.



Online wellness tools

Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Health classes

Sign up for health classes and support groups at many of our facilities. See what's available near you at kp.org/classes – some may require a fee.

A yellow envelope is shown in a mailbox. The envelope has a 'U.S. MAIL' stamp and a return address: 'KAISER PERMANENTE, 750 TownPark Ln, Kennesaw, GA 30144'. The recipient address is 'John Smith, 123 Main Street, Atlanta, GA 30327'. The words 'FIRST CLASS' are printed in red at the bottom right of the envelope. The mailbox is dark with a circular opening, and the words 'U.S. MAIL' are embossed on the inner wall.

OUR PHARMACY DELIVERS

Most Kaiser Permanente medical centers feature full-service pharmacies for under-one-roof convenience, but for most prescriptions you can save time and money by letting us deliver right to your door.



KAISER PERMANENTE®

Pharmacy

Our award-winning pharmacy system is the very heart of our 'under one roof' care experience. In most of our 26 medical offices, you can pick up your prescription or consult a Kaiser Permanente pharmacist on your way out the door. No more traffic. No more stops.



Getting started

Whether you're transitioning from another provider or simply starting out fresh, it's easier than you think to get started at Kaiser Permanente. Our formulary is different than Emory's Formulary. To see where your current medications fall, visit kp.org/formulary and choose 2021 Five Tier plan formulary.



Step 1 - Make the call

Once you get your Kaiser Permanente ID Card, call the dedicated New Member Desk number at **404-760-3540**, Monday-Friday, 7am -7pm. We'll help schedule your first office visit with your new Kaiser Permanente provider.

Remember, to receive prescriptions under your drug benefit, you will need prescriptions written by your Kaiser Permanente physician. You and your physician may discuss cost effective alternative(s). If your prescription regimen is complex, to prepare for your physician appointment, you may also be offered the opportunity to schedule a pharmacy telephone consult appointment to discuss your medications. You'll just need to have available the following during each appointment:

- Your Kaiser Permanente medical record number
- Your current prescription bottles



Step 2 - Visit your provider

At your visit, we'll help make sure you have a medication plan that's right for you.



Step 3 - Fill your prescription

You can get your prescription filled at any one of the pharmacies located in our many Kaiser Permanente medical offices.



Getting Refills

You have three easy options for getting refills:

- Order online at kp.org/rxrefill.
- Order from your mobile device by visiting m.kp.org or through the Kaiser Permanente app (download for free from your preferred app site).
- Call our 24-hour refill line at **770-434-2008**.

You can even skip the trip! Most refills can be mailed directly to your home. You'll usually receive them within five to seven business days, and can save money on a 90-day supply.



Questions

If you have questions or would like a copy of our preferred drug list, call us directly at **404-261-2590**, Monday-Friday, 7am -7pm. or visit kp.org/formulary and select 2021 Five Tier plan formulary*.

* The Kaiser Permanente formulary is different and may result in a change in copay.

Care when and where you need it

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



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can see your provider, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.⁷ You can also see different providers at different locations – whatever works best for you.



Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit kp.org/facilities to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.⁸



Getting care anytime, anywhere

Urgent care⁹

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.¹⁰

Emergency care

If you ever need emergency care, you're covered. You have access to any hospital emergency room, even if it's not affiliated with Kaiser Permanente.¹¹

Care away from home

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line¹² at **951-268-3900** or visit kp.org/travel.



-  Kaiser Permanente Medical Facilities
-  Kaiser Permanente Comprehensive Medical Centers



Skip the trip.

Ask about a video visit.
Call **404-365-0966**.

CARE THAT'S CLOSE BY



With 26 Kaiser Permanente offices and over 600 providers throughout metro Atlanta – plus pharmacy, lab, and X-ray usually right in the same building – you'll enjoy unmatched convenience. Plus, you won't have to pay for parking.

Athens-Clarke County



ATHENS MEDICAL OFFICE

2142 West Broad Street; Building 200
Athens, GA 30606
Phone: **706-583-5000**



SOUTHWOOD SPECIALTY CENTER

2470 Mt. Zion Parkway
Jonesboro, GA 30236
Phone: **770-603-3969**

Cherokee County



HOLLY SPRINGS MEDICAL OFFICE

684 Sixes Road; Suite 275
Holly Springs, GA 30115
Phone: **770-852-2440**

Cobb County



CUMBERLAND MEDICAL CENTER

2525 Cumberland Parkway, SE
Atlanta, GA 30339
Phone: **770-431-4235**

Clayton County

24/7 URGENT CARE



SOUTHWOOD COMPREHENSIVE MEDICAL CENTER

2400 Mt. Zion Parkway
Jonesboro, GA 30236
Phone: **770-603-3649**

24/7 URGENT CARE



TOWNPARK COMPREHENSIVE MEDICAL CENTER

750 TownPark Lane, NW
Kennesaw, GA 30144
Phone: **770-514-5401**



WEST COBB MEDICAL CENTER

3640 Tramore Pointe Parkway
Austell, GA 30106
Phone: **770-439-4700**



DOWNTOWN DECATUR MEDICAL OFFICE

201 W. Ponce de Leon Avenue
Suite A, Decatur, GA 30030
Phone: **404-687-7700**

Coweta County



NEWNAN MEDICAL OFFICE

203 Newnan Crossing Bypass
Newnan, GA 30265
Phone: **770-304-4400**



PANOLA MEDICAL CENTER

5440 Hillandale Drive
Lithonia, GA 30058
Phone: **770-322-2777**

DeKalb County



CRESCENT MEDICAL CENTER

200 Crescent Centre Parkway
Tucker, GA 30084
Phone: **770-496-3414**



STONECREST MEDICAL CENTER

8011 Mall Parkway
Lithonia, GA 30038
Phone: **678-323-7500**

Douglas County



DOUGLASVILLE MEDICAL OFFICE

6875 Douglas Boulevard, Suite A
Douglasville, GA 30135
Phone: **678-838-2225**

Fayette County



FAYETTE MEDICAL OFFICE

101 Banks Station
Fayetteville, GA 30214
Phone: **678-610-3700**

Forsyth County



FORSYTH MEDICAL OFFICE

1400 Northside Forsyth Drive, Suite 350
Cumming, GA 30041
Phone: **678-455-1407**

Fulton County



ALPHARETTA MEDICAL CENTER

3550 Preston Ridge Road
Alpharetta, GA 30005
Phone: **770-663-3110**



BROOKWOOD AT PEACHTREE MEDICAL OFFICE

1745 Peachtree Street NE, Suite U
Atlanta, GA 30309
Phone: **404-888-7688**



CASCADE MEDICAL CENTER

1175 Cascade Parkway
Atlanta, GA 30311
Phone: **404-505-4006**



GLENLAKE COMPREHENSIVE SPECIALTY CENTER

20 Glenlake Parkway
Sandy Springs, GA 30328
Phone: **770-677-6075**



SANDY SPRINGS MEDICAL OFFICE

1100 Lake Hearn Drive, NE, Suites 250
and 500, Sandy Springs, GA 30342
Phone: **404-845-4500**

Gwinnett County



LAWRENCEVILLE MEDICAL OFFICE

455 Philip Boulevard, Suite 130
Lawrenceville, GA 30046
Phone: **678-985-5000**



GWINNETT COMPREHENSIVE MEDICAL CENTER

3650 Steve Reynolds Boulevard
Duluth, GA 30096
Phone: **770-931-6012**



SNELLVILLE MEDICAL OFFICE

2240 Fountain Drive
Snellville, GA 30078
Phone: **770-978-5400**



SUGAR HILL-BUFORD MEDICAL CENTER

1435 Broadmoor Boulevard
Sugar Hill, GA 30518
Phone: **678-765-5700**

Henry County



HENRY TOWNE CENTRE MEDICAL CENTER

1125 Towne Centre Village Drive
McDonough, GA 30253
Phone: **678-583-6600**

Rockdale County



CONYERS MEDICAL OFFICE

1478 Dogwood Drive
Conyers, GA 30013
Phone: **678-413-4320**

Specialties, we've got you covered.

Services you can expect at most Kaiser Permanente medical offices:



Primary, Pediatric,
Family Medicine



Pharmacy



Lab



X-Ray

But when your need calls for specialty care, you'll find these services offered in our Medical Centers in and around metro Atlanta.

- 24/7 Advanced Care
- Adult Medicine
- Audiology
- Behavioral Health
- Cardiology
- Child & Adolescent Psychiatry
- CT/MRI
- Dermatology
- DEXA Scan
- Endocrinology
- Express Care
- Family Medicine
- Gastroenterology
- General Surgery
- Geriatrics
- Hand Surgery
- Health Education
- Heart Failure Clinic
- Hematology/Oncology
- Infectious Diseases
- Infusion Center
- Lab Services
- Nephrology
- Neurology
- Nuclear Medicine
- Nutrition
- OB/GYN
- Oncology
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Pain Management
- Palliative Care
- Pediatrics/Adolescent Medicine
- Pharmacy
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Pulmonology
- Rheumatology
- Routine Mammography
- Sleep Medicine
- Sports Medicine
- Ultrasound
- Urgent Care
- Urogynecology
- Urology
- Vascular Surgery
- Weight Management
- X-ray

More care options when you need them.

Kaiser Permanente has partnered with several leading hospitals and many urgent care facilities. For medical emergencies, you have access to any hospital emergency room, even if it's not affiliated with Kaiser Permanente.¹³

Our hospital partners include:¹⁴

Athens

Piedmont Athens Regional Hospital
1199 Prince Avenue
Athens, GA 30606
706-475-7000

Emory University Hospital
1364 Clifton Road, NE
Atlanta, GA 30322
404-712-2000

Northside Hospital Forsyth
1200 Northside Drive
Cumming, GA 30041
770-844-3200

Metro Atlanta

Children's Healthcare of Atlanta at Egleston
1405 Clifton Road, NE
Atlanta, GA 30322
404-785-KIDS

Emory University Hospital Midtown
550 Peachtree Street, NE
Atlanta, GA 30308
404-686-4411

Piedmont Hospital
1968 Peachtree Road, NW
Atlanta, GA 30309
404-605-5000

Children's Healthcare of Atlanta at Scottish Rite
1001 Johnson Ferry Road, NE
Atlanta, GA 30342
404-785-KIDS

Northside Hospital - Duluth
3620 Howell Ferry Road
Duluth, GA 30096
678-312-6800

Piedmont Fayette Hospital
1255 Highway 54 West
Fayetteville, GA 30214
770-719-7000

Emory Johns Creek Hospital
6325 Hospital Parkway
Johns Creek, GA 30097
678-474-7000

Northside Hospital - Gwinnett
1000 Medical Center Boulevard
Lawrenceville, GA 30046
678-312-4321

Piedmont Henry Hospital
1133 Eagle's Landing Parkway
Stockbridge, GA 30281
678-604-1000

Emory Saint Joseph's Hospital
5665 Peachtree Dunwoody Road
Atlanta, GA 30342
678-843-7001

Northside Hospital
1000 Johnson Ferry Road, NE
Atlanta, GA 30342
404-851-8000

Piedmont Mountainside Hospital
1266 Highway 515 South
Jasper, GA 30143
706-692-2441

Northside Hospital Cherokee
450 Northside Cherokee Boulevard
Canton, GA 30115
770-224-1000

Piedmont Newnan Hospital
745 Poplar Road
Newnan, GA 30265
770-400-1000

Our hospital partners (continued)

**Piedmont Newton
Hospital**
5126 Hospital Drive
Covington, GA 30014
770-786-7053

**Piedmont Rockdale
Hospital**
1412 Milstead Avenue, NE
Conyers, GA 30012
770-918-3000

**Piedmont Walton
Hospital**
2151 West Spring Street
Monroe, GA 30655
770-267-8461

Kaiser Permanente 24/7 Advanced Urgent Care

**Gwinnett Comprehensive
Medical Center**
3650 Steve Reynolds
Boulevard
Duluth, GA 30096
24 hours a day,
7 days a week

**Southwood Comprehensive
Medical Center**
2400 Mt. Zion Parkway
Jonesboro, GA 30236
24 hours a day,
7 days a week

**TownPark Comprehensive
Medical Center**
750 TownPark Lane
Kennesaw, GA 30144
24 hours a day,
7 days a week

Affiliated Community Urgent Care Locations

With over 60 affiliated Urgent Care locations across metro Atlanta, Athens, and surrounding counties, we've got you covered. Go to kp.org/locations or scan the code to the right to find an urgent care center near you.



Nondiscrimination Notice

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-888-865-5813** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: **1-888-865-5813**.

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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Help in your language.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-888-865-5813** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-865-5813** (TTY: **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 **1-888-865-5813** (TTY: **711**)።

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-865-5813** (TTY: **711**) पर कॉल करें।

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。 **1-888-865-5813** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-865-5813** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, koji' hódíílnih **1-888-865-5813** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-865-5813** (TTY: **711**).

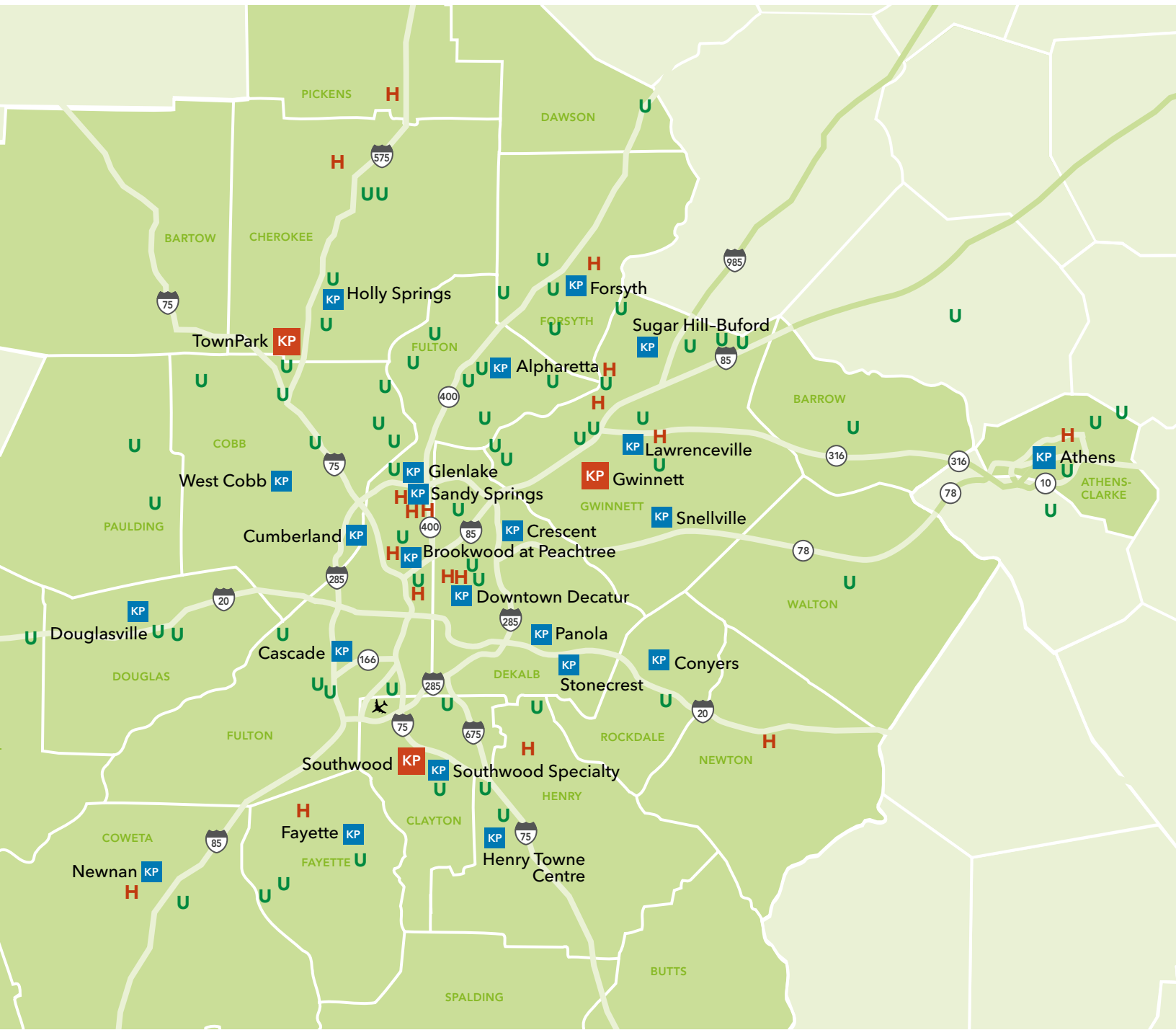
Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-865-5813** (TTY: **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 **1-888-865-5813** (TTY: **711**).

Endnotes

1. 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.
2. Kaiser Permanente 2019 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 2019 and is used with the permission of NCQA. Quality Compass 2019 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. When appropriate and available.
4. These features are available when you get care from Kaiser Permanente facilities.
5. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.
6. These services aren't covered under your health plan benefits and aren't 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.
7. In the case of a pandemic, some facilities may be closed or offer limited hours and services.
8. See note 5.
9. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.
10. See note 7.
11. If you believe you have an emergency medical condition, call **911** or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.
12. This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the United States. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.
13. See note 11.
14. The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. Some locations are available only in specific cases. In an emergency, you have access to any hospital emergency room.



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