

Healthy together

Care and coverage that fit your life



my.kp.org/oebb

2020-2021 Enrollment

Welcome to care that fits your life



¹These features are available when you get care at Kaiser Permanente facilities.

²When appropriate and available.

³See note 1.

⁴Routine services like prevention, exams, checkups, and services for ongoing medical conditions aren't covered, so make sure to get them before your trip if you're traveling elsewhere. Please refer to your *Evidence of Coverage (EOC)* or other coverage documents for details.

Experience the Kaiser Permanente difference

To help yourself be healthy, you need quality care that's personalized, coordinated, and accessible. At Kaiser Permanente, care and coverage come together – so you can get everything you need to help stay on top of your health in one convenient package.

3 easy steps to get started	4
New member care transition	5
Get care	6
Your way	7
Care when and where you need it	8
Great care, great results	9
Quality care with you at the center	10
Extra value discounts for members	11
Get more from your health plan	12
Medical benefits summary	13
Dental coverage and benefits summary	14-15
Vision coverage and benefits summary	16-17
Where to find care	18-19



3 easy steps to get started



Step 1: Register on kp.org

Let's get you plugged in to your online gateway to health – kp.org. Register on the Kaiser Permanente app or kp.org/newmember and start using the many time-saving features.¹

- Get care, no copay, with e-visits.
- Make appointments 4 times faster.
- Skip the trip to the pharmacy. Order and track prescriptions.
- Manage your family's care – including immunization records – in the palm of your hand.



Step 2: Get prescriptions

Next, we'll help you transition your prescriptions to Kaiser Permanente. Visit kp.org/newmember and follow the steps or give us a call.



Step 3: Choose your care team

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history.² We offer high-quality LGBTQ+ health care services that are recognized for adopting LGBTQ-inclusive policies and practices.³

Choose from a wide range of doctors. Browse our online doctor profiles at kp.org/newmember and see how patients rate our doctors at kp.org/doctorreviews/nw.

You're at the center of everything we do. However you choose to connect with us, your Kaiser Permanente care team has 24/7 access to your health history – so you get personalized care.

Tener una buena comunicación con su médico es importante para su salud y bienestar. En nuestros 7 consultorios médicos que aparecen a continuación, usted encontrará médicos certificados que hablan español e inglés de manera fluida.

Cascade Park Medical Office, Interstate Medical Office East, Mt. Scott Medical Office, North Lancaster Medical Office, Orchards Medical Office, Rockwood Medical Office, Sunset Medical Office

¹These features are available when you get care at Kaiser Permanente facilities.

²Kaiser 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 Kaiser Permanente HealthConnect®, and HEDIS® measures are updated quarterly in the interregional CORE Datamart.

³Kaiser Permanente Northwest hospitals were among the 38 Kaiser Permanente hospitals recognized as a leader in LGBTQ healthcare equality by the Human Rights Campaign Foundation. "Healthcare Equality Index 2018," Human Rights Campaign Foundation: www.hrc.org/hei/leaders-in-lgbt-healthcare-equality

New member care transition

Our goal is to help determine your unique needs and connect you with the right doctors, specialists, and prescription medications to effectively manage your care transition. This new member process allows us to help manage the administrative tasks so your first interactions with our doctors are more useful.

Types of medical needs our New Member Welcome Desk can help with:



COMMON NEEDS

- Choose a doctor.
- Schedule a routine appointment.
- Transfer prescriptions.

Also available 24/7 for self-service at kp.org.

PARENT AND CHILD NEEDS

- Select a pediatrician or family practice doctor.
- Transfer records and health history.
- Transfer prescriptions.
- Schedule vaccinations.

SPECIALTY CARE NEEDS

- Connect with specialists such as oncologists, neurologists, and dermatologists.
- Connect with mental health professionals.
- Choose an ob-gyn and pediatrician.
- Determine durable medical equipment needs.

COMPLEX MEDICAL NEEDS

- Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.
- Connect with a pharmacy for specialty prescriptions.

When to call our New Member Welcome Desk:

Help is available at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

- Are you working with a health care professional to manage your medical conditions or achieve your health goals?
- Have you recently had or are you scheduled for an upcoming surgery?
- Are you currently taking any prescriptions or using any medical equipment?
- Are you on a treatment plan that you would like to continue at Kaiser Permanente?
- Are you currently pregnant?



If you have any other questions or want help getting started, give us a call. We're here to help.



Get care

Get care where, when, and how you want it. With many options below, you can even skip the trip to your doctor's office.



Online

- **E-visits** – Complete an online questionnaire and receive a treatment plan, including prescriptions if needed, in less than one hour.
- **Secure email** – Message your care team with nonurgent questions.¹
- **Video visits** – Meet face-to-face with a Kaiser Permanente doctor on your computer, smartphone, or tablet.^{2,3}
- **Online resources** – Visit kp.org to manage your health, find nearby locations, and take advantage of health guides and other resources.



By phone

- **Phone visit** – Save yourself a trip to the medical office for minor conditions or follow-up care.⁴
- **24/7 advice** – Call for medical advice and care guidance. We'll help you find out what care is right for you, schedule appointments, and more.



In person

- **Primary and specialty care** – Schedule a primary or specialty care visit with a member of your care team. If you don't need to see your regular doctor, schedule a visit with an available doctor at any of our medical offices. You may need a referral to see certain specialists.
- **Care Essentials® by Kaiser Permanente** – Visit a primary care clinician at our Hawthorne or Pearl District locations. Evening and weekend appointments available. Walk-ins welcome. Visit careessentials.org to learn more.
- **Urgent care** – Visit a walk-in clinic if you have a condition that requires prompt medical attention (usually within 1 or 2 days) but is not an emergency.⁵ Open 7 days a week, including evenings, weekends, and holidays. Visit kp.org/urgentcare/nw to find a facility near you. You're also covered for urgent care while traveling anywhere in the world.
- **Emergency care** – If you ever need emergency care, you're covered – anywhere, anytime.⁶ You can get care at any Kaiser Permanente hospital or any other hospital emergency department.



Visit kp.org/telehealth/nw to learn more about online and phone options.

¹These features are available when you get care at Kaiser Permanente facilities.

²See note 1.

³When appropriate and available.

⁴See notes 1 and 3.

⁵An 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.

⁶If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your EOC or other coverage documents.

Your way

Get the right care for your unique situation. Support is just a click or call away.



Kaiser Permanente app

Our app makes it easier to schedule appointments, complete an e-visit, review lab results, pay bills, email your doctor, access after-visit summaries, fill or refill most prescriptions – and get them delivered to you.*

You can also use the app to manage care for your family and access your ID card.



kp.org

Visit our website to manage your health care, find nearby locations, and take advantage of health guides and other resources.



Member Services

Our Member Services team can help connect you to 24/7 care advice and set up appointments. Call **1-800-813-2000** (TTY **711**).



Many services under one roof

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.

*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.



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 also see different doctors 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.¹



Care away from home

Care while traveling

You're covered for urgent and emergency care anywhere in the world.²

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 Line at **951-268-3900** or visit kp.org/travel.³

Visiting member care

You can get care in all or parts of California, Colorado, Georgia, Hawaii, Maryland, Virginia, Washington, and Washington, D.C. as a visiting member. Call our Away from Home Travel Line at **951-268-3900** and let them know you plan to visit another Kaiser Permanente service area for care.

Out-of-area care for dependents

Dependent children are covered for routine, continuing, and follow-up care when they are residing outside the service area. We also cover urgent and emergency care. Call the Away from Home Travel Line at **951-268-3900** for more information.

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

²Routine services like prevention, exams, checkups, and services for ongoing medical conditions aren't covered, so make sure to get them before your trip if you're traveling elsewhere. Please refer to your *Evidence of Coverage* or other coverage documents for details.

³This 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 country. 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.



Great care, great results

From preventive screenings that help keep you healthy to quality care if you get sick, we've got you covered.



Preventive care to help keep you healthy

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

Your electronic health record plays a vital role – all your preventive care services are tracked in the system, which triggers automatic reminders when you're due for your next screening. We'll let you know when to come in, and you're free to focus on living your life.



Specialty care when you need it

From high-quality maternity care to treatment for cancer, heart problems, and more, you get skilled doctors, 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 to help you get the care you need to continue living life to the fullest.

Similarly, if you need mental health and wellness services, we'll help you get care.



A leader in clinical quality

In 2019, Kaiser Permanente led the nation in 26 care quality measures, including 6 measures for behavioral health.¹ Learn more at thrive.kp.org/quality.

Kaiser Permanente received NCQA top ratings for plans in Oregon and Washington in 2019.²

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

¹Kaiser 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.

²NCQA's Private Health Insurance Plan Ratings 2018–2019, National Committee for Quality Assurance, 2019: Kaiser Foundation Health Plan of the Northwest – HMO (rated 4.5 out of 5).



Quality care with you at the center

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



Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. View doctor profiles on kp.org to learn more.

No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their chief concern.

The Society of Thoracic Surgeons gave its highest rating to the Center for Heart and Vascular Care at Kaiser Permanente Sunnyside Medical Center, based on performance for adult heart bypass and valve replacement surgeries.*



Better care with a connected team

Your doctor, nurses, and other specialists all work together to help keep you healthy.

They're 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.

Our integrated system helps make sure nothing gets missed or forgotten, and you get personalized care.



Choosing a doctor – your partner in health

We make it easy to find the doctor who's right for you. Your personal doctor is your biggest health advocate and will help coordinate your care journey. You'll work closely together to make decisions about your health.

*The Society of Thoracic Surgeons' comprehensive rating system allows for comparisons regarding the quality of cardiac surgery among hospitals across the country. Approximately [10%] of hospitals receive the "3 star" rating, which denotes the highest category of quality. Rating based on an analysis of national data covering the period from June 2010 through April 2018. <http://www.sts.org/quality-research-patient-safety/sts-public-reporting-online>.

Extra value discounts for members

At Kaiser Permanente, you can enjoy discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit kp.org/memberdiscounts for more information.



CHP Active and Healthy

This program helps you and your family save money on your favorite healthy, fun, and stress-relieving activities.

Explore the below options and more at chpactiveandhealthy.com.

Outdoor and adventure

Save on rock-climbing gyms, outdoor schools, guided fishing trips, ski rentals, and other activities that will get you out and about.

Arts and culture

Get discounts that will help you explore local museums, gardens, art galleries, and performing arts centers. You can also save on music lessons and get discounted movie tickets.

Exercise

From boot camps, martial arts classes, and health and fitness clubs, to aquatic centers, dance studios, and personal training lessons, you'll save on a host of exercise-related memberships and services.

Eating well

You'll find deals on cooking classes, nutritional supplements, weight management services, gardening supplies, and more.



Alternative care and chiropractic

Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Visit chpgroup.com to learn more and select your provider.



ChooseHealthy™

With the ChooseHealthy program, you can continue on the road to better health. ChooseHealthy is an online resource for health information, health and fitness tools, and discounts on health products. This program is available at no additional cost to you. Learn more at kp.org/choosehealthy.

- Plan your meals for the month with meal plans that are suited to your tastes, fitness level, and weight goals.
- Get personalized cardio and strength training plans based on your fitness goals.
- Get savings like membership discounts and initiation fee discounts at more than 100 fitness clubs, yoga studios, and exercise centers from Longview, Washington, to Eugene, Oregon.

These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your *Evidence of Coverage* for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at 1-800-813-2000 (TTY 711).

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



Online wellness tools¹

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



Healthy lifestyle programs¹

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



Personal wellness coaching¹

Get help reaching your personal health goals, sign up for health classes, get support on a variety of wellness topics, and work one-on-one with a wellness coach by phone at no additional cost. Find out more at kp.org/healthengagement.



Mail-order prescriptions

Skip the pharmacy line and have your medications delivered to your home. There is no additional cost for shipping, and most members save one copay on a 90-day supply.² New and refill prescriptions qualify. Visit kp.org/pharmacy to sign in and manage your prescriptions.



ClassPass³

Get access to thousands of on-demand workout videos, plus free trials and reduced rates on ClassPass membership to access live-streaming and in-person exercise classes from top studios worldwide.

Digital self-care tools⁴

The **myStrength** app offers clinically proven support for emotional wellness – including personalized interactive programs for overcoming the emotional challenges that come with parenthood.

Calm is a meditation and relaxation app designed to strengthen mental fitness and help with stress, anxiety, insomnia, depression, and more.

¹Some features require sign-in to your kp.org account.

²Not available for Plan 3.

³Only available to Kaiser Permanente members with medical coverage.

⁴Calm and myStrength are only available to Kaiser Permanente members with medical coverage; myStrength is a wholly owned subsidiary of Livongo Health, Inc.

2020-2021 medical benefits summary

Plan benefits	Plan 1	Plan 2	Plan 3
Plan year deductible	None	\$800/individual ¹ \$2,400/family ²	\$1,600/individual ¹ \$3,200/family ²
Out-of-pocket maximum per plan year	\$1,500/individual ¹ \$3,000/family ²	\$4,000/individual ¹ \$12,000/family ²	\$6,550/individual ¹ \$13,100/family ²
Preventive care services	\$0	\$0	\$0
Prenatal care	\$0	\$0	\$0
Well-baby routine visits	\$0	\$0	\$0
Preventive tests	\$0	\$0	\$0
Office visit copay	\$20	\$25	20% after deductible
Specialist copay	\$30	\$35	20% after deductible
Outpatient surgery	\$75	20% after deductible	20% after deductible
Emergency room copay	\$100	20% after deductible	20% after deductible
Hospital inpatient care	\$100 per day, up to \$500 per admission max	20% after deductible	20% after deductible
Bariatric surgery ³	\$500 + hospital inpatient care cost share	\$500 + 20% after deductible	\$500 + 20% after deductible
Lab/X-ray/diagnostics	\$20	\$25	20% after deductible
Prescription For plans 1 and 2, mail-order pharmacy is available at 2 copays for a 90-day supply	\$5 generic \$25 formulary brand \$45 nonformulary brand 25% up to \$100 specialty	\$5 generic \$25 formulary brand \$45 nonformulary brand 25% up to \$100 specialty	20% after deductible
Prescription annual out-of-pocket maximum per person	\$1,100	\$1,100	Subject to medical out-of-pocket maximum
Self-referred alternative care: chiropractic, naturopathy, and acupuncture	\$20 \$2,000 combined annual benefit maximum applies to alternative care services	\$25 \$2,000 combined annual benefit maximum applies to alternative care services	20% after deductible \$2,000 combined annual benefit maximum applies to alternative care services
Routine eye exam	\$5	\$5	20% after deductible

¹For subscriber only coverage per year.

²For a family of 2 or more members per year.

³See *Evidence of Coverage* for specific criteria regarding this benefit.

This is not a contract. This benefit summary does not fully describe your benefit coverage with Kaiser Foundation Health Plan of the Northwest. For more details of your benefit coverage, exclusions and limitations, claims review, and adjudication procedures, please see your *Evidence of Coverage (EOC)* or call Member Services. In the case of a conflict between this summary and the *EOC*, the *EOC* will prevail.



Kaiser Permanente dental coverage

We believe in total health, beginning with high-quality dental and oral care. That’s why every member gets a personalized prevention and treatment plan. And that’s why dental preventive care is at the core of our philosophy.



Our philosophy of care

We emphasize preventive care to help keep your teeth and gums healthy. You’ll receive a personalized prevention and treatment plan after we assess your risk for dental disease.

Quality

For more than 2 decades, we’ve received the highest level of accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC).¹ This means our Dental Program has met rigorous national standards. Currently we are the only dental practice in the Pacific Northwest with AAAHC accreditation.

Choice

Members can choose to get care from more than 160 highly skilled general and specialty dentists – and can switch any time, for any reason.

Convenience

We have 21 dental offices in the Portland-Vancouver metro area, Longview, Salem, and Eugene, so there’s sure to be one near you.

Integrated approach

Our comprehensive electronic health record system gives dental providers access to your health history. Our dentists can communicate with your medical clinicians, providing integrated care, which helps you rest easy, knowing we are looking out for your total health. Plus, with many of our dental offices located in or near our medical offices, you can save a trip by taking care of minor medical needs, like flu shots or vaccinations, during your dental appointment.²

¹www.aaahc.org

²Medical services are available at select dental locations. You must be enrolled in a Kaiser Permanente medical plan to receive medical care.



Urgent and emergency care

Emergency dental conditions include severe swelling or infection, severe traumatic injury to teeth, bleeding that doesn’t stop, and extreme pain. If you need emergency care, please call the Appointment Center any time, any day.



Getting convenient care

Our dental offices are open Monday through Friday, with Saturday hours for hygienist services and emergencies at most locations.

Hours are Monday through Friday, 6:30 a.m. to 6 p.m., and Saturday, 7:30 a.m. to 4 p.m.

Member Services 1-800-813-2000

Language interpretation services:

Use the number above.

TTY (all areas) 711

For more information visit kp.org/dental/nw.

2020-2021 dental benefits summary

Plan benefits	Dental Plan ¹
Dental office visit copayment	\$20 per visit plus any copayment or coinsurance listed below for specific services
Deductible	None
Plan year maximum	\$4,000
Oral exams, X-rays, cleaning (prophylaxis), fluoride treatments, and space maintainers	\$0
Routine fillings, inlays, and stainless steel crowns ^{2,3,4}	\$0
Simple tooth extractions ⁴	\$0
Surgical extraction, including diagnosis and evaluation ⁴	\$50
Diagnosis, evaluation, and treatment of gum disease including scaling and root planing ⁴	\$0
Root canal and related therapy including diagnosis and evaluation ⁴	\$50
Gold or porcelain crowns and onlays ⁴	\$250
Full and partial dentures, relines, rebases ⁴	\$100
Bridge retainers and pontics ⁴	\$250
Orthodontic treatment ⁴	\$2,500 copay +\$20 per visit
Implants	50% (limit of 4 per lifetime)
Occlusal guards (once every 5 years) and athletic mouth guards (once each year)	10%

¹Services must be provided by a contracted Kaiser Permanente provider in order for benefits to be payable. See *Evidence of Coverage* for details.

²Posterior fillings paid to amalgam fee.

³Fillings are covered at 100% for all amalgam tooth surfaces, composite anteriors, and one-surface composite posteriors. Patients may request composite fillings, which are considered a buy-up, and additional fees may apply.

⁴Benefit is subject to a 12-month benefit waiting period for late enrollees.

Kaiser Permanente vision coverage

At Vision Essentials by Kaiser Permanente, we see eye care differently. Healthy sight is more than glasses and contact lenses. Our optometrists and ophthalmologists provide comprehensive eye care, including routine eye exams, to help keep your vision sharp and your eyes healthy.

Integrated care

Through our electronic health record system, all your care providers can see a comprehensive picture of your health and act as part of a team to help you make better health care decisions.

Providers will notify you of gaps in your health care and help you schedule preventive appointments, including vaccinations, physicals, and important eye health screenings.

Convenience

We have Vision Essentials locations from Salem to Longview. Make your eye exam appointments on your terms – online, by phone, or on your smartphone with the Kaiser Permanente app.*

Discounts on glasses

Choose from our \$69 and under selection of frames and get 2 pairs of single vision glasses for \$129 or save 30% on a second pair of glasses including designer frames. Kids lenses are always 50% off full price.

Contacts

You can easily reorder your contact lenses online through the Vision Essentials website, **kp2020.org**. Your new lenses are just a few clicks away.

Complimentary lens upgrade

Every pair of glasses comes with an upgrade to polycarbonate lenses, which provide better UV protection and impact/shatter resistance at no additional cost – a \$40 value.

50/50 protection plan

Glasses purchased at one of our Vision Essentials locations are eligible for a 50% savings off the original retail price within 1 year of purchase when broken, no matter the reason.

*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

Your benefits and how to receive care

Experienced vision care

Our ophthalmologists (physicians and surgeons [MD]) provide medical and surgical eye care. Doctors of optometry (OD) provide eye exams for continued eye health and prescription eyeglasses and contact lenses. Opticians with vast experience help you select and fit the perfect pair of eyeglasses.

We offer walk-in screenings for glaucoma and diabetic retinopathy with zero copay to help identify problems early and keep your eyes healthy.

Getting care

To schedule an exam, order contact lenses, or find a location near you, visit kp2020.org or call **1-800-813-2000 (TTY 711)**, option 3.

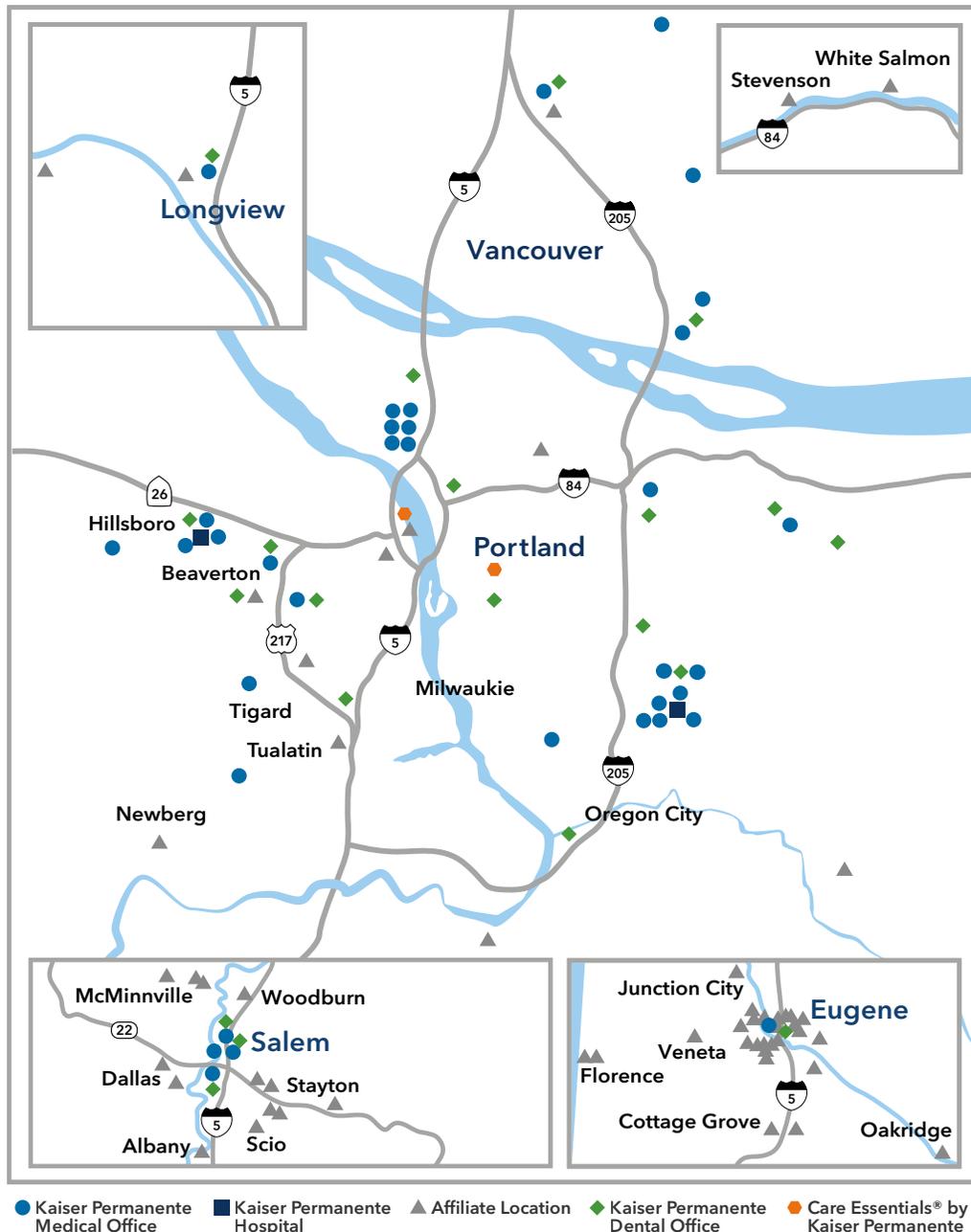
2020–2021 vision benefits summary

Plan benefits	Vision plan*
Vision exam	Covered under your Kaiser Permanente medical plan with applicable cost share
Hardware allowance – once per plan year	
Prescription hardware – frames, lenses, and contact lenses	\$250
\$100 of your annual \$250 allowance may be used toward nonprescription sunglasses and/or digital eye strain glasses.	
Additional Benefits	
50/50 Protection Plan	Included
Second pair of complete glasses	Save 30%

*Must be enrolled in a Kaiser Permanente medical plan to enroll in the Kaiser Permanente vision plan.

Where to find care

We provide quality care to more than 600,000 members in Oregon and Southwest Washington. Our service area extends from Eugene, Oregon, to Longview, Washington, and includes 2 Kaiser Permanente hospitals and 36 medical offices. We offer dental care at 21 convenient locations. We also have a robust network of affiliated providers for routine, urgent, or emergency care.



For quick and easy care, including prescriptions, try a scheduled phone or video visit or an e-visit. Learn more at kp.org/telehealth/nw.



Facility information is current as of May 2020.

Go to kp.org/locations to see all our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000** (TTY 711).

WHERE TO FIND CARE

Oregon and Southwest Washington



Dental

With Kaiser Permanente's coordinated medical and dental care and coverage, it's simpler to take care of your total health. Our skilled dentists, convenient dental locations, and quality services will make you smile. Learn more at kp.org/dental/nw.



Pharmacy

Most of our Kaiser Permanente medical offices include pharmacy services. You also have the option of using our mail-order pharmacy service to fill and refill most prescriptions.

visionessentials
by KAISER PERMANENTE

Our optometrists, ophthalmologists, and opticians work together within our integrated care delivery system and are able to connect to our larger team of medical professionals and services.

Vision Essentials locations are within most Kaiser Permanente medical offices. Saturday hours are available at Beaverton Medical Office, Cascade Park Medical Office, and Clackamas Eye Care.

careessentials[®]
by KAISER PERMANENTE

Care Essentials by Kaiser Permanente are convenient care clinics that provide nonemergency and preventive health services to both Kaiser Permanente members and nonmembers.

- Treatment for minor illnesses and injuries
- Preventive services, including checkups, vaccinations, and some lab and diagnostic testing

There are 2 Portland locations in the Hawthorne and Pearl neighborhoods.

Learn more at careessentials.org.



Affiliate Providers

Kaiser Permanente health plans include access to affiliate providers for primary and specialty care, including The Portland Clinic.*

*Not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance from Kaiser Permanente, or visiting from another Kaiser Permanente region.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (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 **1-800-813-2000** (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 or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

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 **1-800-813-2000** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (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 **1-800-813-2000** (TTY: **711**) 。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-813-2000** (TTY: **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。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អិត គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-813-2000 (TTY: 711).

Naabeehó (Navajo) Díí baa akó nínizín: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, kojí' hódíílnih **1-800-813-2000** (TTY: **711**).

Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (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 **1-800-813-2000** (TTY: **711**).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (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 **1-800-813-2000** (TTY: **711**).

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Member Services

1-800-813-2000 (English)

1-800-324-8010 (language interpretation services)

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