

Find your healthy place

With care designed to help you thrive

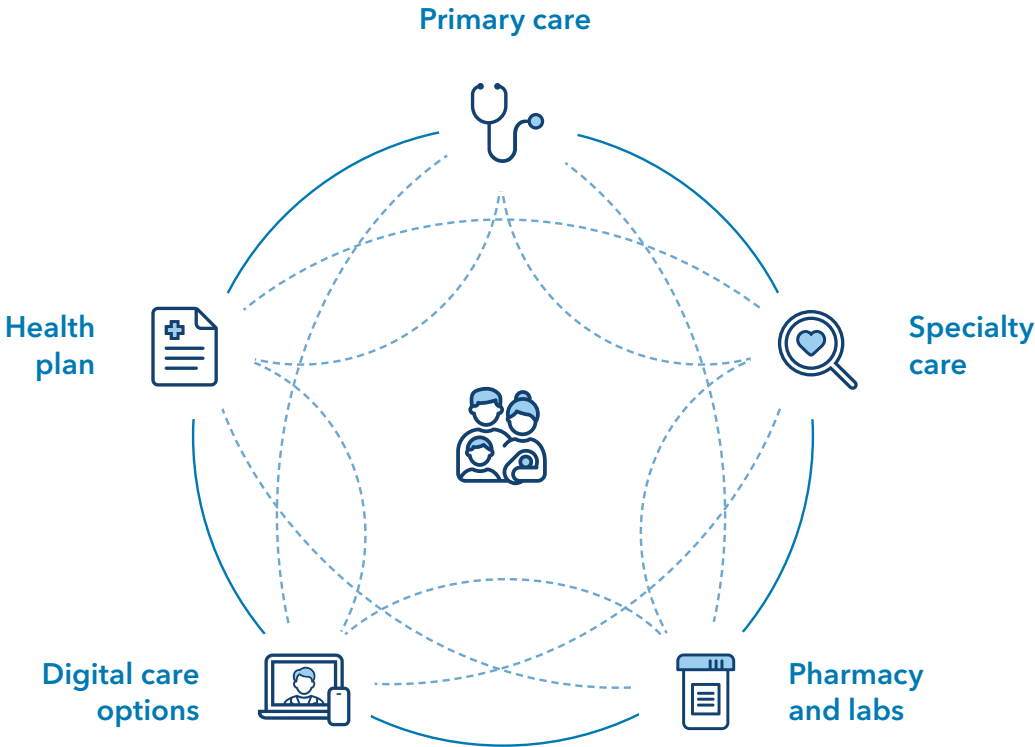


my.kp.org/sebb

2020-2021 Enrollment
Washington SEBB (Clark and Cowlitz Counties)

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

With COVID-19 a very serious reality, it helps to know that even with physical distancing, great care is never far away. From primary and specialty care, to convenient options for online care, Kaiser Permanente is ready to care for you and your family when and where you need it.



Connected care makes your life easier

We combine care and coverage – which makes us different. Your doctors, hospitals, and health plan work together to help make getting the right care more convenient. Your care meets you where you are, because it's centered around you.



Go where you feel like your best self

Care at Kaiser Permanente comes 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.

- A better experience from the start, in 3 easy steps..... 4
- Summary of medical benefits 5
- SmartHealth wellness program 7
- New member care transition 8
- Quality care with you at the center..... 9
- Great care, great results 10
- Specialty care, when you need it..... 11
- Convenient ways to get care 12
- Care when and where you need it 13
- Healthy resources..... 15



If you have questions, call us at **1-800-813-2000** (TTY **711**). We're available Monday through Friday, from 8 a.m. to 6 p.m. (closed holidays). Visit [kp.org/thrive](https://www.kp.org/thrive) to see how we make your care experience better.

A better experience from the start, in 3 easy steps

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.



Step 1: Register on kp.org

Download the Kaiser Permanente app or sign in to kp.org/newmember and start using time-saving features right away.¹



Step 2: Get prescriptions

It's easy to switch your prescriptions to Kaiser Permanente. Visit kp.org/newmember for step-by-step help, or just give us a call.



Step 3: Choose your care team

We believe your story, background, and values are important pieces of your health history.² So we offer a wide range of doctors to match your needs, including high-quality LGBTQ+ health care services that are recognized for adopting inclusive policies and practices.³ Visit kp.org/locations to find a doctor or facility near you, and see how patients rate our doctors at kp.org/doctorreviews/nw.

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](#)

Summary of medical benefits

Plan benefits	Plan 1
	You Pay
Plan year deductible	\$1,250/individual ¹ \$2,500/family ²
Out-of-pocket maximum per plan year	\$4,000/individual ¹ \$8,000/family ²
Preventive care services	\$0
Office visit copay	\$30 adult \$0 child
Specialist copay	\$40
Outpatient surgery	20%*
Emergency room	20%*
Urgent care copay	\$50
Hospital inpatient care	20%*
Lab/X-ray/diagnostics	\$30 standard \$100 specialty
Prescription: Mail-order pharmacy is available at 2 copays for a 90-day supply.	\$20 generic \$40 preferred brand 50% up to \$100 non-preferred brand 50% up to \$150 specialty
Self-referred alternative care: chiropractic, naturopathy, and acupuncture	\$40 ³
Massage therapy services	\$25 ³
Hearing aid benefit (every 5 years, per ear)	Covered in full up to allowed amount

*You pay the deductible, then your share of the cost.

¹For subscriber only coverage per plan year.

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

³Acupuncture and massage therapy services each limited to 20 visits per year. Naturopathic physician services and massage therapy services limited to \$1,000 per year combined. No referral is required, and you can choose from more than 1,400 qualified and credentialed complementary and alternative medicine providers throughout our service area. To be covered by your benefit, you must receive care from a provider in our service area who is part of the CHP Group network. Visit chpgroup.com to find a provider.

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 process, 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.

Summary of medical benefits

Plan benefits	Plan 2	Plan 3
	You Pay	You Pay
Plan year deductible	\$750/individual ¹ \$1,500/family ²	\$125/individual ¹ \$250/family ²
Out-of-pocket maximum per plan year	\$3,500/individual ¹ \$7,000/family ²	\$2,000/individual ¹ \$4,000/family ²
Preventive care services	\$0	\$0
Office visit copay	\$25 adult \$0 child	\$20 adult \$0 child
Specialist copay	\$35	\$30
Outpatient surgery	20%*	20%*
Emergency room	20%*	20%*
Urgent care copay	\$45	\$40
Hospital inpatient care	20%*	20%*
Lab/X-ray/diagnostics	\$25 standard \$100 specialty	\$20 standard \$50 specialty
Prescription: Mail-order pharmacy is available at 2 copays for a 90-day supply.	\$15 generic \$30 preferred brand 50% up to \$100 non-preferred brand 50% up to \$150 specialty	\$10 generic \$20 preferred brand 50% up to \$100 non-preferred brand 50% up to \$150 specialty
Self-referred alternative care: chiropractic, naturopathy, and acupuncture	\$35 ³	\$30 ³
Massage therapy services	\$25 ³	\$25 ³
Hearing aid benefit (every 5 years, per ear)	Covered in full up to allowed amount	Covered in full up to allowed amount

*You pay the deductible, then your share of the cost.

¹For subscriber only coverage per plan year.

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

³Acupuncture and massage therapy services each limited to 20 visits per year. Naturopathic physician services and massage therapy services limited to \$1,000 per year combined. No referral is required, and you can choose from more than 1,400 qualified and credentialed complementary and alternative medicine providers throughout our service area. To be covered by your benefit, you must receive care from a provider in our service area who is part of the CHP Group network. Visit chpgroup.com to find a provider.

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 process, 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.

Make the most of your SmartHealth wellness program

Kaiser Permanente is proud to support the SEBB SmartHealth wellness program. This program gives you the information and the tools you need to take charge of your well-being.

SmartHealth is your voluntary wellness program that supports you on your journey toward living well. Whether you are trying something new or adding to what you already do, SmartHealth has something for everyone.

Get started

You can earn **100 SmartHealth points** just for having a kp.org online account and giving Kaiser Permanente permission to report that you have completed activities to receive points. To get started, check “Yes” on kp.org/engage.

Kaiser Permanente offers several wellness activities that can help you earn SmartHealth points. These activities can help you lose weight, get fit, eat healthier, quit smoking, manage stress, and more. They are available to you at no cost.

For example, Wellness Coaching by Phone can help you create a plan for positive change – and earn SmartHealth points at the same time.

You and your coach will chat about your health and wellness goals, and together you can build an action plan. Your coach will help you create small, easy steps you can take to reach your long-term goals.

Examples of activities that are available to you:

Wellness Coaching by Phone

Talk to a wellness coach about:

- Fitness
 - Eating healthy
 - Managing stress
 - Managing weight
 - Quitting tobacco
 - Improving sleep health
-

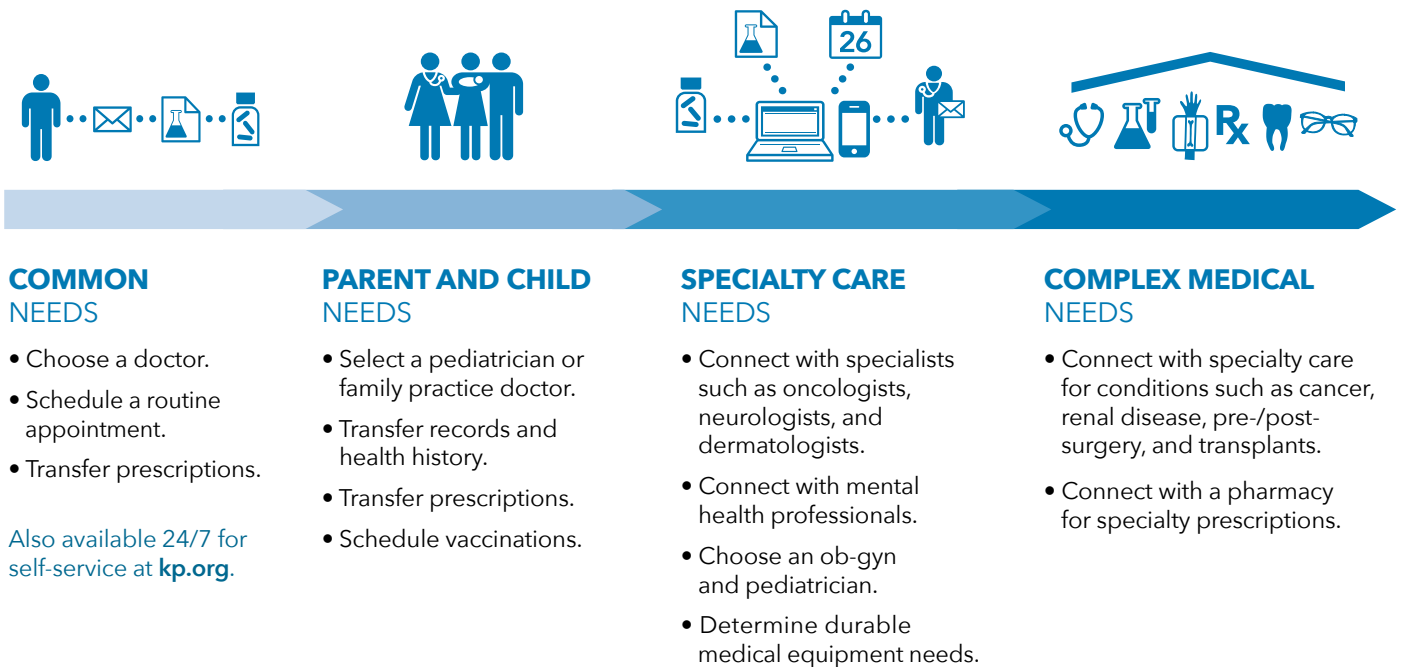
**Call a wellness coach to get started:
1-866-301-3866, option 2**

Learn more about wellness services and support available as part of your Kaiser Permanente benefits: visit my.kp.org/sebb.

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:



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.

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

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

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 doctors

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

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



Care with a connected team

Your doctor, 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 doctors 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 cancer⁴

Great care, great results

From preventive screenings that keep you healthy to top-notch 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.



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.⁵

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.

Specialty care, when you need it

If you do get sick or need specialty care, we're here for you. With one of the largest multispecialty medical groups in the country, we'll help connect you to the right specialist quickly and conveniently. From high-quality maternity care to treatment for cancer, heart conditions, and more, you'll have access to great doctors, the latest technology, and evidence-based care – all working together for you.



Highest ratings for cardiac care

Since 2009, our Heart and Vascular Care team at Kaiser Permanente Sunnyside Medical Center has achieved the highest rating by the Society of Thoracic Surgeons, based on performance data for adult cardiac surgery. Sunnyside Medical Center is also ranked in the top 10% in the country for coronary bypass grafting.⁶ Visit kp.org/cardiac/nw to learn more.



Connected care for growing families

Having your baby at Kaiser Permanent means being supported by entire team of doctors, midwives, nurses, lactation consultants, and pediatricians – each of them working together, all for you. So, whether it's your first prenatal visit, a follow-up pediatric appointment, or beyond, our care follows you every step of the way. Visit kp.org/maternity/nw to learn more.



Multidisciplinary approach to cancer care

Our patients get care from some of the brightest minds in medicine, with compassionate doctors educated and trained at top medical schools and universities. So it's no wonder that the Thoracic Surgery Program at Kaiser Permanente Sunnyside Medical Center is the nation's highest rated for lung cancer resection outcomes and patient care, according to the Society of Thoracic Surgeons.⁷ Visit kp.org/cancer/nw to learn more.



Supporting your mental health

Because mind and body are connected, your thoughts and feelings have a big impact on your overall well-being – that's why we're committed to helping you stay mentally, physically, and emotionally healthy. Visit kp.org/selfcare to explore no-cost self-care tools, discover tips for your emotional well-being, take a self-assessment, or connect directly to 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



E-visits

Fill out a short questionnaire about your symptoms online and get a no-cost personalized treatment plan from a Kaiser Permanente doctor. kp.org/evisits/nw



Video

Want a convenient, secure way to see a doctor no matter where you are? Meet by computer, smartphone, or tablet.^{8,9} kp.org/telehealth/nw



Phone

Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with your care team.^{8,9} kp.org/appointments



In person

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



24/7 care and advice by phone

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



Email

Message your doctor's office anytime with nonurgent health questions.⁹ You'll get a response usually within 2 business days, if not sooner.

Get more health and less hassle with the Kaiser Permanente app.



Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.^{9,10} You can also keep up with your care at 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 see your doctor, 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.¹¹ 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.¹²

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/costestimates.

Getting care anytime, anywhere

Urgent care¹³

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention.¹⁴

Emergency care

If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.¹⁵

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, a prescription refill, and more.

And when you stay in another Kaiser Permanente service area, you can get most of the same services that you would get close to home.¹⁶

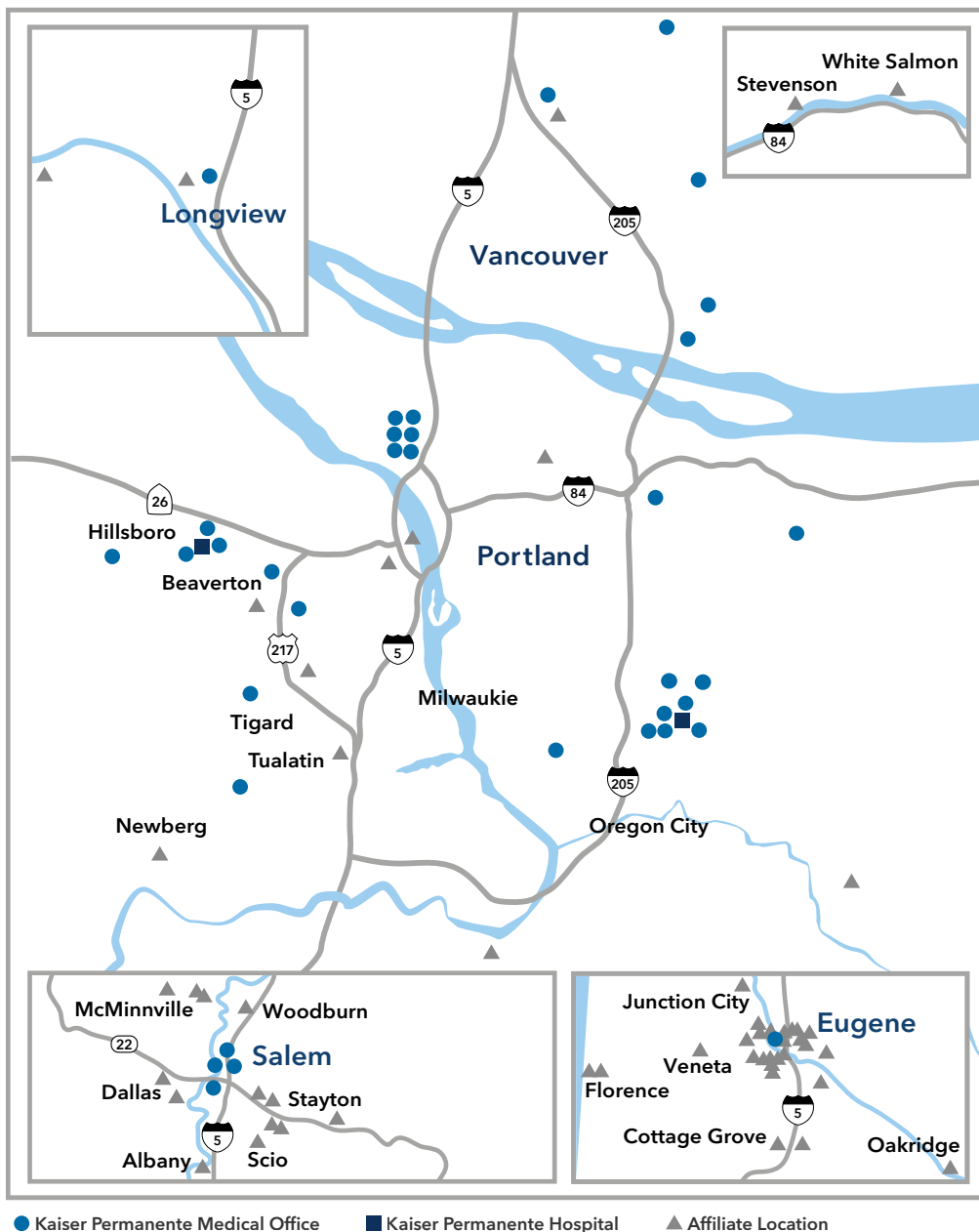
Call our 24/7 Away from Home Travel Line at **951-268-3900 (TTY 711)** or visit kp.org/travel for more information.¹⁷

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.

Where to find care in Oregon and Southwest Washington

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 medical offices, dental offices, Vision Essentials by Kaiser Permanente optical retail locations, urgent care clinics, hospitals, and Care Essentials clinics. We also have a network of affiliated providers for routine, urgent, or emergency care.



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



Facility information current as of July 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).

Healthy resources

Good health goes beyond the doctor's office. Explore some of the convenient resources available to members and choose the ones that fit your life.¹⁸

Get the most out of your membership perks



Special rates for members

Enjoy reduced rates on services that can help you stay healthy – like on-demand workout videos, gym memberships, acupuncture, massage therapy, and chiropractic care. Visit kp.org/memberdiscounts after creating your kp.org account.



Self-care apps

Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, like Calm and myStrength, available at no cost to adult members.¹⁹ Visit kp.org/selfcareapps/nw.



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.

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 ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ 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 nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiił'eh, éí ná hóló, koji' hódíłnih **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**).

1. These features are available when you get care at Kaiser Permanente facilities. **2.** 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 Kaiser Permanente HealthConnect®, and HEDIS® measures are updated quarterly in the interregional CORE Datamart. **3.** Kaiser Permanente Northwest hospitals were among the 39 Kaiser Permanente hospitals recognized as a leader in LGBTQ healthcare equality by the Human Rights Campaign Foundation. “Healthcare Equality Index 2019,” Human Rights Campaign Foundation: hrc.org/hei **4.** See note 2. **5.** 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. **6.** 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. Based on performance for adult heart bypass, aortic, and mitral valve replacement surgeries. Analysis of national data covering the period from June 2010 through December 2019. publicreporting.sts.org/gtsd?title=&field_state_value=OR **7.** Society of Thoracic Surgeons: publicreporting.sts.org/gtsd?title=&field_state_value=All&order=field_overall_composite_score&sort=desc **8.** When appropriate and available. **9.** These features are available when you get care from Kaiser Permanente facilities. **10.** To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. **11.** In the case of a pandemic, some facilities may be closed or offer limited hours and services. **12.** See note 10. **13.** 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. **14.** See note 11. **15.** 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. **16.** This does not include a complete list of exclusions or available services. Services may vary by service area. Please refer to your *Evidence of Coverage* for details of your specific coverage. **17.** 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. **18.** 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. **19.** Calm and myStrength are only available to Kaiser Permanente members with medical coverage; myStrength is a wholly owned subsidiary of Livongo Health, Inc.

Care is just a click away

Online tools designed to make your life easier

Once you join ...

Visit kp.org/newmember to get started. It's easy to register at kp.org, choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call.

Already a member?

Manage your care online anytime at kp.org. If you haven't already, go to kp.org/registernow so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.



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.

Want to learn more?

Visit my.kp.org/wapebb or give us a call.

New Member Welcome Desk

1-888-491-1124

Monday through Friday, 8 a.m. to 6 p.m.

New Member Pharmacy Services

1-888-572-7231

Monday through Friday, 8 a.m. to 6 p.m.

Away from Home Travel Line

951-268-3900

711 (TTY)

kp.org/travel

Stay connected to good health

 facebook.com/kpthrive

 instagram.com/kpnorthwest

 linkedin.com/company/kaiser-permanente-northwest

 [@kpnorthwest](https://twitter.com/kpnorthwest), [@aboutkp](https://twitter.com/aboutkp), [@kptotalhealth](https://twitter.com/kptotalhealth)

 youtube.com/kaiserpermanenteorg

Kaiser Foundation Health Plan of the Northwest

500 NE Multnomah St., Suite 100

Portland, OR 97232