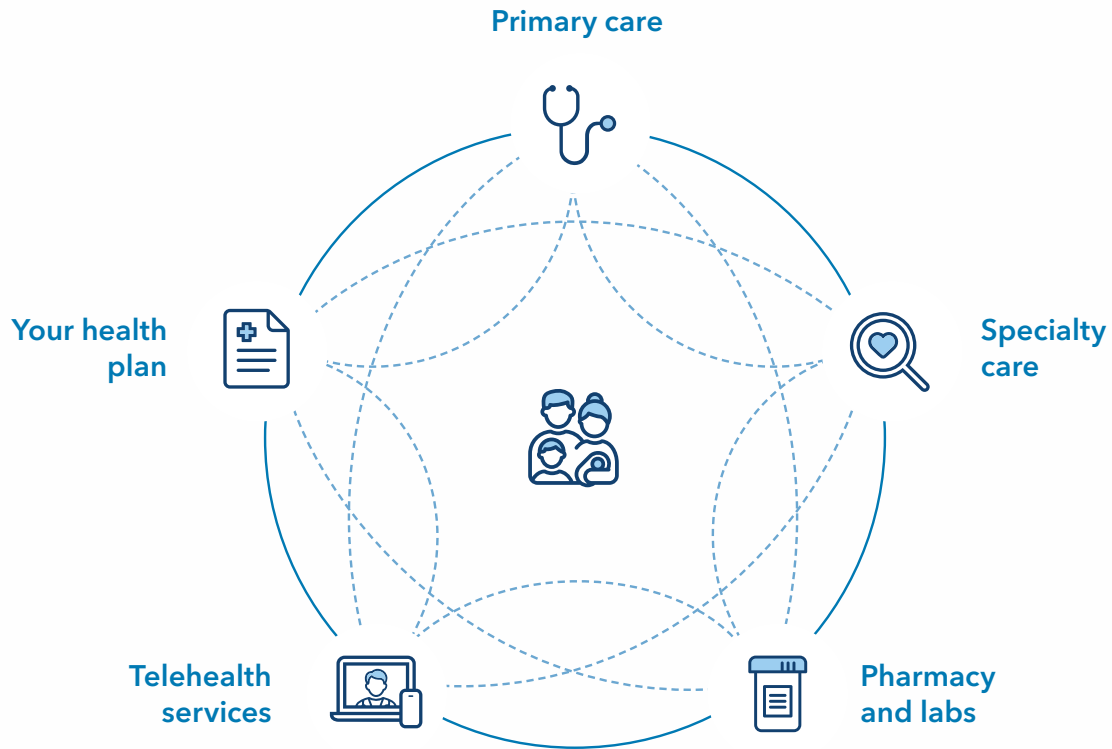


# Health care that just works

EPO Resource Guide - Northwest





## Connected care makes your life easier

High-quality care, combined with our integrated care delivery system, makes us different. Your doctors, hospitals, and pharmacists work together to make getting the right care more convenient. Your care meets you where you are, because it's centered around you.



# Experience simpler, smarter health care

At Kaiser Permanente, getting care is designed to feel simple. With connected caregivers, more ways to get care at home or on the go, and support for your overall health, care at Kaiser Permanente feels easier and faster. Welcome to care that fits your life.

<a href="#">A better experience from the start</a>	4
<a href="#">Quality care with you at the center</a>	5
<a href="#">Great care, great results</a>	6
<a href="#">Convenient ways to get care</a>	7
<a href="#">Pharmacy services</a>	8
<a href="#">Healthy resources</a>	9
<a href="#">Care when and where you need it</a>	10
<a href="#">Care that's accessible</a>	11

# A better experience from the start

We guide you through each step of Kaiser Permanente, so you can get started in no time.

Visit [kp.org/newmember](https://kp.org/newmember).



## Choose a doctor who's right for you

Our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can choose Kaiser Permanente knowing you've found a doctor who fits your needs. You're also free to change doctors 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 doctor, 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 doctor's office? Want your prescription refill mailed to your home? After your plan is effective, register for an online account at [kp.org/registernow](https://kp.org/registernow) or get the Kaiser Permanente app and easily manage your health online—whenever, wherever. You can also access a digital version of your ID card when you download our mobile app.



## Have questions?

If you want more information about what your plan covers before you receive care, please contact Customer Service at **1-800-401-8405** (TTY **711**).

# Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care – whether in person or virtually.



## 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 coordinate your care journey, and you'll work closely together to make decisions about your health.



## Better 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

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 tailor care delivery for people of all cultural backgrounds



Get an idea of what you'll pay before you come in for care with a personalized cost estimate based on your plan details. Sign in to [kp.org](https://kp.org) to get your personalized estimate.

# 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 when you get sick or need specialized care. As one of the largest multispecialty medical practices in the Northwest, we can conveniently connect you with the right specialists – and in most cases a referral isn't needed.

And because your physical and mental health are connected, we offer many ways for you to meet with a mental health specialist as well as no-cost mental health apps to help manage anxiety, depression, sleeplessness, and more.



## 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 model for quality, innovation, and transformation

Kaiser Permanente is a national leader in screening rates and research.<sup>1</sup>

Patients who receive care from Kaiser Permanente are:<sup>2</sup>

- 33% less likely to die prematurely due to heart disease
- 20% less likely to die prematurely due to cancer

# Convenient ways to get care

Get care where, when, and how you want it. With an enhanced suite of virtual care choices that are easy to access, you can get care in even more ways – and more places – than ever before.

## Choose how you get care



### 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.



### Online chat<sup>3</sup>

Chat live online with a clinician for answers to routine or urgent medical questions. Available 7 days a week on **kp.org**.



### 24/7 virtual care<sup>3</sup>

Fast, personalized support around the clock – no appointment needed. Get 24/7 care by phone or video from a Kaiser Permanente clinician across the U.S.



### 24/7 advice

Speak to a registered nurse anytime, day or night, for routine or urgent medical or mental health advice. Call **1-800-813-2000 (TTY 711)**.



### Scheduled phone and video visits<sup>3</sup>

Schedule time to talk with a Kaiser Permanente clinician by phone or video. With most plans, there's no cost.



### E-visit

Answer a quick self-service questionnaire and get a response with advice and treatment from a clinician within 4 hours.



### Email

Message your Kaiser Permanente doctor's office with nonurgent medical questions and get a reply, usually within 3 business days.



To access these and other care options, go to **kp.org/getcare** or download our mobile app.

# Pharmacy services

You have many options for getting your prescriptions at Kaiser Permanente:



## Prescription delivery

Get most medications delivered. Standard delivery is 5 to 7 days at no extra cost. You can fill prescriptions online at [kp.org](https://kp.org), through our mobile app, or by calling the new member pharmacy at a Kaiser Permanente medical office of your choice at **1-888-572-7231** (TTY **711**).



## In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Eligible participants can choose to use an affiliated pharmacy. Refer to [kp.org/locations](https://kp.org/locations) to find pharmacies available to you.

Order refills or new prescriptions at [kp.org/rxrefill](https://kp.org/rxrefill) for pickup usually within 24 hours, or select priority pickup and get your refill usually within 30 minutes.



## By phone

Each Kaiser Permanente medical office has a 24-hour refill phone number. You can find the number under "Pharmacy services" on each medical office's page at [kp.org/locations](https://kp.org/locations).



## Same-day or next-day delivery

Request same-day or next-day delivery of your prescription from a Kaiser Permanente pharmacy for a flat fee. Simply call **1-888-572-7231** to check for eligibility. Same-day deliveries must be within 15 miles of a participating pharmacy.



For pharmacy benefits or questions, see your *Benefit Booklet* or contact New Member Pharmacy Services at **1-888-572-7231**, Monday through Friday, 8 a.m. to 5 p.m. For our formulary, or list of covered drugs, go to [kp.org/formulary](https://kp.org/formulary).

# Healthy resources

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

## Get the most out of your plan with these healthy extras



### Kaiser Permanente rewards

Members can earn up to \$150 each calendar year by completing simple, healthy activities. Choose from different health adventures like fitness, self-care, or healthy eating. Start your journey to better health at [kp.org/rewards](https://kp.org/rewards).



### Preferred rates

Enjoy reduced rates on services that can help you stay healthy – like gym memberships, acupuncture, massage therapy, and chiropractic care. Read more at [kp.org/exercise](https://kp.org/exercise).



### Self-care apps

Tap into the power of self-care with these apps, available to members 13 and older at no cost:<sup>4</sup>

**Headspace:** for emotional support coaching via text<sup>5</sup>

**Calm:** for meditation, mental resilience, and sleep



### Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone. Find out more at [kp.org/coaching](https://kp.org/coaching).



### Wellness tools

Visit [kp.org/healthyliving](https://kp.org/healthyliving) for wellness information, health classes and programs, articles, and healthy recipes.

# 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. 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/locations](https://kp.org/locations) 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.



We make it easy to get care – even on the go. Call our 24-hour Away from Home Travel Line at **951-268-3900** for help or visit [kp.org/travel](https://kp.org/travel) to learn more.<sup>6</sup>



## Getting care anytime, anywhere

### Urgent care<sup>7</sup>

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

### Emergency care<sup>8</sup>

If you ever need emergency care, you're covered. Call **911**, or if time and safety permit, go to the nearest emergency room.

### Care away from home

You're covered for urgent and emergency care anywhere in the world. At many locations outside Kaiser Permanente states, you'll just pay your usual copay or coinsurance – no need to file a claim for reimbursement later. These locations include:

- Cigna Healthcare<sup>SM</sup> PPO Network providers<sup>9</sup>
- MinuteClinic locations and pharmacies
- The Little Clinic locations and pharmacies
- Concentra urgent care clinics

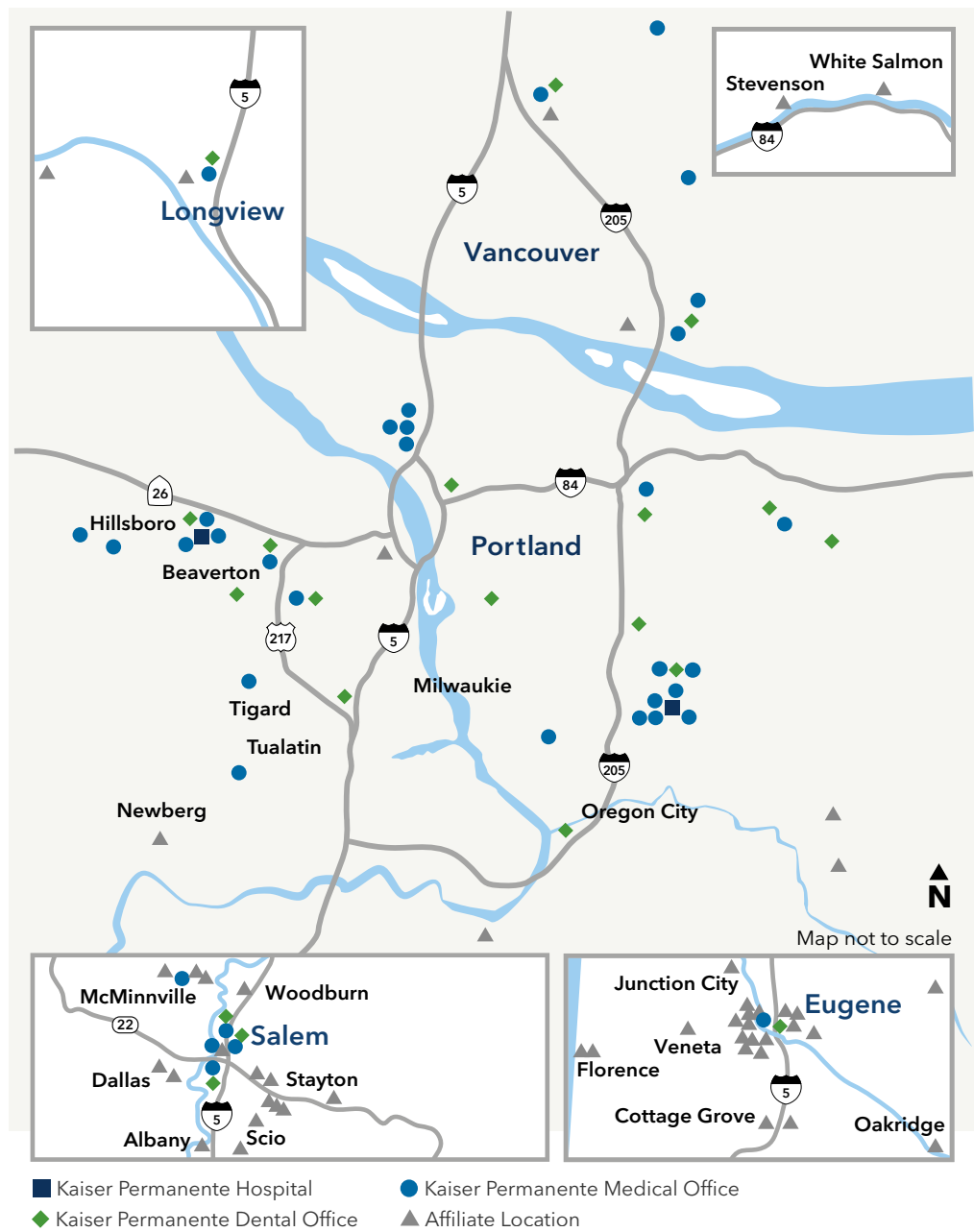
### Kids off to college in another state?<sup>10</sup>

Covered dependents up to age 26 who live outside the Northwest service area are covered for certain routine, continuing, or follow-up care through our out-of-area benefit. See your *Summary Plan Description* or call Customer Service at **1-800-401-8405** (TTY 711).

# Care that's accessible

## For the you who needs choices

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, and hospitals. We also have a network of affiliated providers for routine, urgent, or emergency care.



### Get care now

Choose from convenient options, like 24/7 phone and video or an e-visit, and find the care you need, when and where you need it.\*

[kp.org/getcare](https://kp.org/getcare)



Facility information current as of October 2025.

Go to [kp.org/locations](https://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)**.

\*When appropriate and available. These features are available when you get care at Kaiser Permanente facilities. For high deductible health plan members, e-visits, phone visits, and video appointments are subject to your plan's annual deductible. If you travel out of state, phone appointments, and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. Applicable cost shares will apply for services or items ordered during an e-visit.



# Care is just a click away

Online tools designed to make your life easier

## After choosing Kaiser Permanente

Visit [kp.org/newmember](https://kp.org/newmember) to get started. It's easy to register at [kp.org/registernow](https://kp.org/registernow), choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call at **1-800-813-2000 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

## Already registered?

Manage your care online anytime at [kp.org](https://kp.org). You can email your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.



## HELP IN YOUR LANGUAGE:

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal and state civil rights law and does not discriminate or exclude people or treat them less favorably on the basis of race, color, national origin (including limited English proficiency and primary language), ancestry, age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, gender expressions, and sex stereotypes), religion, creed or marital status.

### KPIC:

- Provides no cost auxiliary 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, braille and accessible electronic formats
- Provides 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: **1-866-213-3062** (TTY: **711**)

**ATTENTION:** If you speak English, language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-866-213-3062** (TTY: **711**).

**አማርኛ (Amharic) ማሳሰቢያ:-** አማርኛ የሚናገሩ ከሆነ፣ ተገቢ የሆኑ ረዳት መርጃዎች እና አገልግሎቶችን ጭምር የቋንቋ እርዳታ አገልግሎቶች በነጻ ለእርስዎ ይገኛሉ። ወደ **1-866-213-3062** (TTY: **711**) ይደውሉ።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-866-213-3062** (TTY: **711**).

**Հայերեն (Armenian) ՈՒՇԱԴՐՈՒԹՅՈՒՆ:** Եթե հայերեն եք խոսում, ձեզ համար մատչելի են լեզվական աջակցության անվճար ծառայություններ, ներառյալ համապատասխան օժանդակ միջոցներ և ծառայություններ: Ջանգախարեք **1-866-213-3062** հեռախոսահամարով (TTY **711**):

**Bàsɔ-Wùdù (Bassa) DYÉÐÉ-GBO-DÈ-ÐÈ:** ɔ jù ké m̄ d̄yi Bàsɔ-Wùdù po-nyò jùin, wudu-xwíníín mú zàzà b̄è kè gbo-kpá-kpá ɔ kè kùà t̄òò b̄è se wídí. p̄éè-p̄éè d̄ò k̄ðéé ni b̄ó m̄ bìì. Ծá **1-866-213-3062** (TTY: **711**).

**বাংলা (Bengali) মনোযোগ দিন:** আপনি যদি বাংলা ভাষায় কথা বলেন, তাহলে আপনি প্রয়োজনীয় সহায়ক উপকরণ ও সেবা, সহ ভাষা পরিষেবা বিনামূল্যে পেতে পারেন। কল করুন **1-866-213-3062** (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協助服務，包括適當的輔助與服務。請致電**1-866-213-3062** (TTY: **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی صحبت می‌کنید خدمات کمک‌رسانی زبانی، شامل کمک‌ها و خدمات جانبی مناسب، به صورت رایگان در دسترس‌تان قرار می‌گیرد. با شماره **1-866-213-3062** تماس بگیرید (TTY: **711**).

**Français (French) ATTENTION :** si vous parlez français, des services d'assistance linguistique, notamment des aides et des services auxiliaires adaptés, sont mis gratuitement à votre disposition. Appelez le **1-866-213-3062** (TTY : **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, steht Ihnen die Sprachassistenten mit entsprechenden Hilfsmitteln und Dienstleistungen kostenfrei zur Verfügung. Bitte wählen Sie die **1-866-213-3062** (TTY: **711**).

**ગુજરાતી (Gujarati) ધ્યાન રાખો:** જો તમે ગુજરાતી બોલતા હોવ, તો યોગ્ય સહાયક સહાય અને સેવાઓ, સહિતની ભાષા સહાય સેવાઓ, તમારા માટે મફત ઉપલબ્ધ છે. કૉલ કરો **1-866-213-3062** (TTY: **711**).

**Kreyòl Ayisyen (Haitian Creole) ATANSYON:** Si w pale kreyòl ayisyen, gen sèvis asistans lengwistik ansanm ak èd epi sèvis ki gen rapò ak sa yo, ki disponib pou ou san w p ap peye. Rele **1-866-213-3062** (TTY: **711**).

**हिंदी (Hindi) ध्यान दें:** अगर आप हिंदी बोलते हैं, तो आपके लिए उपयुक्त सहायक उपकरण और सेवाओं सहित भाषा सहायता सेवाएँ मुफ्त उपलब्ध हैं। **1-866-213-3062** (TTY: **711**) पर कॉल करें।

**Hmoob (Hmong) CEEB TOOM:** Yog tias koj hais lus Hmoob, muaj cov kev pab txhais lus uas pab dawb rau koj. Hu rau **1-866-213-3062** (TTY: **711**).

**Igbo (Igbo) Gee ntị:** O buru na ina-asu asusu English, oru enyemaka asusu gunyere oru na enyemaka kwesiri ekwesiri, di n'efu, di maka gi. Kpoo **1-866-213-3062** (TTY: **711**).

**Italiano (Italian) ATTENZIONE:** Se parla italiano, può usufruire gratuitamente dei servizi di assistenza linguistica compresi gli opportuni aiuti e servizi ausiliari. Chiami il numero **1-866-213-3062** (TTY: **711**).

**日本語 (Japanese) お知らせ :** 日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。電話 : **1-866-213-3062** (TTY: **711**)。

**ខ្មែរ (Khmer) សូមយកចិត្តទុកដាក់:** ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយភាសា រួមទាំងឧបករណ៍ និងសេវាកម្មជំនួយសមរម្យ ដោយមិនគិតថ្លៃ គឺអាចរកបានសម្រាប់អ្នក។ សូមទូរសព្ទទៅលេខ **1-866-213-3062** (TTY: **711**)។

**한국어 (Korean) 참고:** 한국어를 구사하시는 경우, 필요한 보조 기기와 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-866-213-3062**(TTY: **711**)번으로 전화하십시오.

**ພາສາລາວ (Laotian) ໝາຍເຫດ:** ຖ້າທ່ານເວົ້າພາສາລາວ, ຈະມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ລວມທັງຄວາມຊ່ວຍເຫຼືອ ແລະ ບໍລິການເສີມທຳກ່ຽວຂ້ອງໂດຍບໍ່ເສຍຄ່າ. ໂທຫາ **1-866-213-3062** (TTY: **711**).

**Naabeehó (Navajo) BEE ADIIT'ÁNÍ:** T'áá shoodí éí Diné bizaad bee yániití', t'áá iiyisí dóó ch'iyáán yáhoot'éeł nihá shikaadééł dah naashá. Doo baa akót'éego nihá baqah daniidíí'. Háálá **1-866-213-3062** (TTY: **711**).

**नेपाल (Nepali) ध्यान दिनुहोस्:** यदि तपाईं नेपाली बोल्नुहुन्छ भने उपयुक्त सहायक साधनहरू र सेवाहरू सहितको भाषा सहायता सेवा तपाईंको लागि निःशुल्क उपलब्ध छ। **1-866-213-3062** (TTY: **711**) मा फोन गर्नुहोस्।

**Afaan Oromoo (Oromo) FUULEFFANNAA:** Afaan Oromoo dubbattu yoo ta'e, tajaajiloonni afaanii meeshaalee fi tajaajiloota qaama miidhamtootaaf mijaa'oo ta'an dabalatee, kaffaltii irraa bilisa karaa ta'een, ni argamu. Bilbilaa **1-866-213-3062** irratti (TTY: **711**).

**Português (Portuguese) ATENÇÃO:** Se você fala português, serviços de assistência de idioma, incluindo recursos e serviços auxiliares adequados, estão disponíveis gratuitamente para você. Ligue para **1-866-213-3062** (TTY: 711).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਢੁਕਵੇਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਸਮੇਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹਨ। **1-866-213-3062** (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian) ATENȚIE:** Dacă vorbiți limba română, vă sunt disponibile în mod gratuit servicii de asistență lingvistică, inclusiv ajutoare și servicii auxiliare adecvate. Sunați la numărul **1-866-213-3062** (TTY: 711).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите по-русски, вы можете получить бесплатные услуги языковой поддержки, включая соответствующие вспомогательные средства и услуги. Звоните по телефону **1-866-213-3062** (TTY: 711).

**Español (Spanish) ATENCIÓN:** Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen aparatos y servicios auxiliares adecuados y gratuitos. Llame al **1-866-213-3062** (TTY: 711).

**Tagalog (Tagalog) PAUNAWA:** Kung kayo ay nagsasalita ng Tagalog, ang mga serbisyo ng tulong sa wika, kabilang ang mga naaangkop na karagdagang tulong at serbisyo, na walang bayad, ay available sa inyo. Tumawag sa **1-866-213-3062** (TTY: 711).

**ไทย (Thai) หมายเหตุ:** หากท่านพูดภาษาไทย ท่านสามารถขอรับบริการช่วยเหลือด้านภาษา รวมทั้งเครื่องช่วยเหลือและบริการเสริมที่เหมาะสมได้ฟรี โปรดติดต่อหมายเลข **1-866-213-3062** (เครื่อง TTY: 711)

**Українська (Ukrainian) УВАГА!** Якщо ви володієте українською мовою, вам доступні безкоштовні послуги з мовної допомоги, включно із відповідною додатковою допомогою та послугами. Телефонуйте **1-866-213-3062** (TTY: 711).

**اردو (Urdu) توجہ دین:** اگر آپ اردو بولتے ہیں تو لسانی اعانت کی خدمات، بشمول مناسب معاون امدادی آلات اور خدمات، بلا معاوضہ، آپ کے لیے دستیاب ہیں۔ **1-866-213-3062** (TTY: 711) پر کال کریں۔

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu nói tiếng Việt, quý vị có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Gọi số **1-866-213-3062** (TTY: 711).

**Yorùbá (Yoruba) ÀKÍYÈSÍ:** Bí o bá lè sọ èdè Yorùbá, àwọn ètò ìrànlọwọ èdè, tífí kan àwọn ohun èlò àti ìṣẹ ìrànlọwọ tó yẹ wà fún ọ lófẹ́. Pe **1-866-213-3062** (TTY: 711).

## NONDISCRIMINATION NOTICE:

If you believe that KPIC has failed to provide these services or discriminated in another way on the basis of national origin, ancestry, age, disability, sex, religion, creed, or marital status, you can file a grievance by mail or phone with your home region Civil Rights Coordinator office:

<b>Colorado</b>	<b>Georgia</b>	<b>Northwest</b>
KPIC Civil Rights Coordinator PO Box 378066 Denver, CO 80237-8066  Fax: 1-866-466-4042 Phone: 1-855-364-3184	KPIC Civil Rights Coordinator Nine Piedmont Center 3495 Piedmont Rd NE Atlanta, GA 30305-1736  Fax: 1-404-949-5001 Phone: 1-855-364-3185	KPIC Civil Rights Coordinator 500 NE Multnomah St., Suite 100 Portland, OR 97232-2099  Fax: 1-855-347-7239 Phone: 1-866-616-0047
<b>California</b>	<b>Mid-Atlantic (DC, MD, VA)</b>	<b>Washington</b>
KPIC Civil Rights Coordinator PO Box 1809 Pleasanton, CA 94566  Fax: 1-888-987-2252 Phone: 1-800-788-0710	KPIC Civil Rights Coordinator PO Box 1809 Pleasanton, CA 94566  Fax: 1-888-987-2252 Phone: 1-800-788-0710	KPIC Civil Rights Coordinator P.O. Box 34593 Seattle, WA 98124-1593  Fax: 1-206-630-1859 Phone: 1-866-458-5479

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- By completing the complaint form and submitting the form to:

The U.S. Department of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, DC 20201  
Phone: 1-800-368-1019  
Phone (TDD): 1-800-537-7697

Complaint forms can be found online:  
<http://www.hhs.gov/ocr/office/file/index.html>.

- Or, electronically by submitting your complaint through the Office for Civil Rights Complaints Online Portal:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

# The right choice for a healthier you

Getting good health care is essential to your overall well-being. When you choose Kaiser Permanente, you'll get the high-quality care you need so you can continue doing the things you enjoy.

Once your coverage is active, please call the numbers below for assistance:

## Customer service

**1-800-401-8405 (TTY 711)**

## Pharmacy benefits

OptumRx

**1-866-427-7701**

## Appointments, urgent care, and medical advice

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

To find providers and locations to receive care, visit [kp.org/locations](https://kp.org/locations).

## References

<sup>1</sup>2023 Annual Report, Kaiser Permanente, <https://about.kaiserpermanente.org/expertise-and-impact/annual-reports/2023-annual-report>.

<sup>2</sup>Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community,"

July 20, 2022. <sup>3</sup>Online chat with a clinician, video, and phone services are offered at no additional cost for most health plans. <sup>4</sup>The apps and

services described are not covered under your plan, are not a Medicare-covered benefit, and are not subject to the terms set forth in your

*Summary Plan Description* or other plan documents. The apps and services may be discontinued at any time. Calm and Headspace can be

used by members 13 and over. <sup>5</sup>Eligible members can text with a coach using the Headspace app for 90 days per year. After the 90 days,

members can continue to access the other services available on the Headspace app for the remainder of the year at no cost. <sup>6</sup>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 country. Long-distance charges may apply, and we can't accept collect calls. This 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 11 p.m.

and reopens the day after a holiday at 5 a.m. <sup>7</sup>If you have an urgent care need, call us for advice. We can help you determine what type of

care is most appropriate or help you schedule an appointment, if appropriate. Call 1-800-813-2000 (TTY 711). <sup>8</sup>For a complete definition of

an emergency medical condition, please refer to your *Summary Plan Description*. <sup>9</sup>The Cigna Healthcare<sup>SM</sup> PPO Network refers to the health

care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare

is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna

Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The

Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health

and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc. <sup>10</sup>Available

for participants with an exclusive provider organization (EPO) plan, deductible EPO plan, high deductible plan with a health savings

account (HSA), or the in-network provider tier (tier 1) of a point-of-service plan. PPO and point-of-service plans are not eligible for the

out-of-area benefit coverage.

Your health benefits are self-insured by your employer, union, or Plan sponsor. Kaiser Permanente Insurance Company provides certain

administrative services for the Plan and is not an insurer of the Plan or financially liable for health care benefits under the Plan.