

Find your healthy place

With care designed to help you thrive



Welcome to care that fits your life

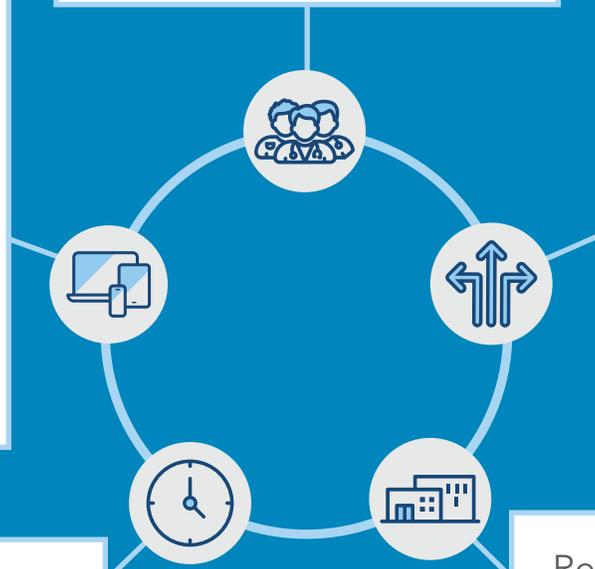
Your doctor, your choice
Choose your doctor based on what's important to you. Go to kp.org/wa/find-a-doctor for details on your provider network, and on the education, specialties, and languages spoken for doctors near you. You can also change doctors at any time.

Support from the get-go
Get help choosing doctors or transitioning your care and prescriptions. Just call our dedicated New Member Welcome Team.

More care options
Chat online with a clinician, 24/7, at kp.org/wa. Schedule a phone, video, or in-person visit. Or email nonurgent questions to your doctor's office.¹

Right care, right time
Get the care you need when you need it with routine, specialty, urgent, and emergency care. Or call our 24/7 consulting nurse helpline.

Resources to boost your health
From health coaches to care managers and complementary care to fitness club discounts, we'll help you reach your health goals.



Experience the Kaiser Permanente difference

To be healthy, you need quality care that's simple, personalized, and hassle-free. At Kaiser Permanente, we bring care and coverage together so you get everything you need for your health in one easy-to-use package.

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Note: Kaiser Permanente Washington region does not include Clark and Cowlitz counties. That area is part of Kaiser Permanente Northwest.



Great care, great results

From preventive screenings that help keep you healthy to high-quality care if you get sick, Access PPO has you covered.



Preventive care to help keep you healthy

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

That's why most of our plans cover preventive care with little or no out-of-pocket costs. And we send automatic reminders when you're due for your next screenings.



Specialty care when you need it

Preventive care can help keep you healthy, but we're also here for you if you get sick or need specialty care. We have one of the largest multispecialty medical groups in the country, offering more than 50 specialties – from family medicine, obstetrics, and pediatrics to oncology, psychiatry, and neurosurgery.

In addition, your network gives you access to other major medical groups in Washington state, and renowned specialists and hospitals across the country.



Support for ongoing conditions

If you're struggling with a condition like diabetes or asthma, you may be automatically enrolled in a disease management program for personal coaching and support. Or you can ask to be enrolled. With a well-rounded approach backed by proven best practices, we'll help you get the care you need to continue living life to the fullest.



A leader in clinical quality

Kaiser Permanente plans give you access to Washington Permanente Medical Group. Their leadership in clinical quality includes:

- One of the top-ranked medical groups in the state for more than a decade²
- Nationally Recognized Patient-Centered Medical Home for high-quality care³
- One of only 17 medical groups in the country to receive the Acclaim Award for physician-led innovations⁴



Quality care with you at the center

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



Great care from great doctors

Doctors at Kaiser Permanente come from some of the top medical schools, and many of them have practiced at leading hospitals across the country. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their chief concern.



Choosing a doctor – your partner in health

We make it easy to find the doctor who's right for you – and you're free to change doctors at any time, for any reason. Having a good relationship is important because your personal doctor is your biggest health advocate, and you'll work closely together to make decisions about your health.



Better care with a connected team

Your doctor, nurses, and other specialists all work together to help keep you healthy. At Kaiser Permanente facilities, they're connected to each other, and to you, through your electronic health record. They know important things about you and your health – like when you're due for a screening and what medications you're taking. This way, you get care tailored to your individual needs.



Kaiser Permanente kp.org/wa/find-a-doctor

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 deliver care that's sensitive to all cultures, ethnicities, and lifestyles, 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 all backgrounds

Your care, your way

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

Choose how you connect to care

Click¹

24/7 Care Chat

Sign in to your secure kp.org/wa account and get real-time medical care from a clinician, 24/7, at no additional charge for most plans.

Video visit

Meet face-to-face with a Kaiser Permanente clinician by video for high-quality personalized care.

E-visit

Get an online diagnosis for common medical issues that don't need a physical exam.

Email

Send secure messages to your Kaiser Permanente care team for nonurgent issues.

Manage your care

Check benefits, refill prescriptions and have them mailed to your home, and access health resources. You can also use the Kaiser Permanente Washington mobile app for many of the features available online. Learn more at kp.org/wa/mobile.⁵

Call

24/7 Consulting Nurse Service

Call our nurse helpline for care advice 24/7.

Phone appointment¹

Make an appointment to talk to your doctor over the phone.

Come in

Doctor appointment

Most Kaiser Permanente Washington medical facilities have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip.¹ Several of our medical facilities offer walk-in care for minor health issues. No appointment needed.



Care when and where you need it

It's easy for you and your family to get the care you need. There are either Kaiser Permanente facilities or other network providers in your area, offering a wide range of care and services.



Care at Kaiser Permanente Washington facilities

We offer same-day, next-day, after-hours, or weekend services at many of our locations, along with pediatrics, physical therapy, eye care, and other specialty departments. You can also see different doctors at different locations – whatever works best for you.

Go to kp.org/wa/locations to find Kaiser Permanente locations in Washington state. You can also use the location finder on the Kaiser Permanente Washington mobile app⁵ to find our medical facilities near you.



Finding the right providers and locations

Hop online or grab your smartphone to find a convenient place to get care. Go to kp.org/wa/find-a-doctor to search for doctors, facilities, pharmacies, hospitals, and more.



Care away from home

If you get hurt or sick while traveling:

- You can get emergency care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.⁶
- Before accessing care at a Kaiser Permanente facility outside the Kaiser Permanente Washington service area, call Member Services to get a visiting member ID number.
- Our facilities are located in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Clark and Cowlitz counties in Washington state, and the District of Columbia.
- For help finding other plan providers, call Member Services.



More choice, more flexibility

Our Access PPO plans let you choose health care from our extensive network of preferred providers, including our exclusive medical group at Kaiser Permanente medical facilities. You also have the option to get care through our regional and national networks.

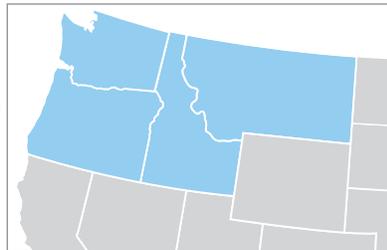


Kaiser Permanente
kp.org/wa/find-a-doctor

Find Kaiser Permanente doctors and other preferred providers in our service area.



Pacific Northwest
First Choice Health network
fchn.com



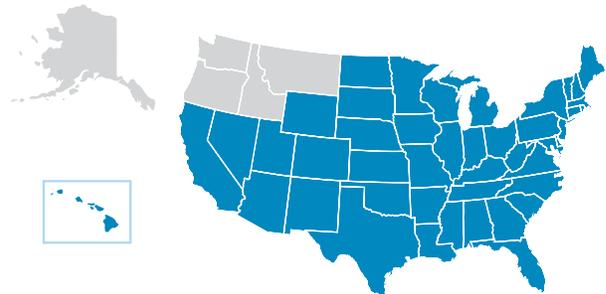
You have even more Access PPO in-network providers in Washington state, plus Oregon, Idaho, Montana, and Alaska, through the First Choice Health network. You can find First Choice Health network providers at fchn.com. Click "Find Care" and fill out search information. Select "Entire First Choice Health PPO Network" and view your results.

Additional pharmacies

Beyond the pharmacies listed at kp.org/wa/find-a-doctor, you have in-network access to the OptumRx pharmacy network at kp.org/wa/optumrx-wa. For pharmacies outside Washington state, call Member Services at 1-888-901-4636.



All other states
First Health
myfirsthealth.com



In all other states, you can use providers with the First Health network. This network has more than 5,000 hospitals and 1 million health professionals. To find these providers, go to myfirsthealth.com, click on "Start now" and fill out type of provider and location information. Click on "Search now" to view results.

Nonparticipating providers

You can get medical care from any licensed provider in the U.S. However, if the provider is not included in the networks described above, coverage will be at your out-of-network benefit level and balance billing may apply.



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



Wellness coaching by phone

Reach your health goals with an action plan and one-on-one phone support. A trained coach will help you find personalized techniques that will work for you. Also offered in Spanish.



Emotional wellness resource

Get personalized programs for managing depression, stress, anxiety, and more with the myStrength app at kp.org/wa/mystrength.



Help to quit smoking

Quit for good with one of the country's most successful tobacco cessation programs – at no additional cost. Phone-based or online. Visit quitnow.net/kpwa for more information.



Special rates for members

Our ChooseHealthy® program gives you access to a fitness center membership for just \$25 a month, plus a \$25 enrollment fee. Or get 25% off participating provider standard fees for acupuncture, chiropractic and naturopathy care, and therapeutic massage. See these and more discounts at kp.org/wa/member-perks.



Classes and support groups

Call the Resource Line at **1-800-992-2279**, or email kpwa.resource-l@kp.org to find health classes and support groups near you. You can also request patient education pamphlets and DVDs created for our medical facilities.



Wellness blog

Visit kp.org/wa/health for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.



Making it easy to switch plans

Changing health plans can seem like a lot of work, especially if you're in the middle of treatment or taking prescription drugs. That's why we created a dedicated New Member Welcome Team to help you transition to Kaiser Permanente.

Call our New Member Welcome Team at 1-888-844-4607.



Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Call our New Member Welcome Team for help. Or register online and create an account at kp.org/wa to transfer your prescriptions yourself. You'll be able to order refills online for convenient mail delivery to your home.



Find the right doctor

Online doctor profiles let you browse among many excellent doctors and convenient locations in your area, so you can join Kaiser Permanente knowing you've found a doctor who fits your needs. Plus, you can change your doctor at any time, for any reason. View doctors at kp.org/wa/find-a-doctor, fchn.com, or myfirsthealth.com (depending on your location), or call our New Member Welcome Team for help.



Transition your care

You may want help transitioning your care if:

- You have a scheduled surgery
- You're taking a prescription drug or using medical equipment
- You're pregnant and receiving prenatal care
- You're following an established treatment plan
- A health provider is working with you to manage a medical condition

We're focused on helping new members

Other questions about transitioning care? Give us a call at **1-888-844-4607**.

Endnotes

- ¹ When appropriate and available. These features are available when you get care at Kaiser Permanente facilities.
- ² Washington Health Alliance 2008-2019 Community Checkup reports, www.wacommunitycheckup.org. The 2017-2019 year rankings apply to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C. Rankings for years prior to 2017 apply to the then-named Group Health Cooperative's medical group, formerly named Group Health Permanente, P.C. and now named Washington Permanente Medical Group, P.C.
- ³ Patient-Centered Medical Home™ is a trademark of the National Committee for Quality Assurance. Current Recognition runs through November 2020.
- ⁴ Received by Group Health Permanente, P.C. (now Washington Permanente Medical Group) from American Medical Group Association in 2010.
- ⁵ To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on kp.org/wa.
- ⁶ If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage.

Already a member?

Manage your care online anytime at kp.org/wa. If you haven't already, go to kp.org/wa/register so you can start ordering most prescription refills, get reminders about needed care, and view coverage documents. If you get care at Kaiser Permanente, you can start emailing your doctor's office with nonurgent questions, scheduling routine appointments, and more.

Kaiser Permanente Nondiscrimination Notice and Language Access Services



KAISER PERMANENTE NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. ("Kaiser Permanente") comply with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

Provide free aids and services to people with disabilities to help ensure effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats)
- Assistive devices (magnifiers, Pocket Talkers, and other aids)

Provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Kaiser Permanente.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination.

Kaiser Permanente

Phone: 206-630-4636

Toll-free: 1-888-901-4636

TTY Washington Relay Service: 1-800-833-6388 or 711

TTY Idaho Relay Service: 1-800-377-3529 or 711

Electronically: kp.org/wa/feedback

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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

LANGUAGE ACCESS SERVICES

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

中文 (Chinese) : 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-901-4636 (TTY: 1-800-833-6388 / 711)。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 번으로 전화해 주십시오.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

ភាសាខ្មែរ (Khmer): របៀប៖ បើសិនអ្នកនិយាយ, សេដ្ឋន្តិយជក យេមិនគិតល គឺចង់សំបប់អ្នក។ ចូរទូរស័ព្ទ

1-888-901-4636 (TTY: 1-800-833-6388 / 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。1-888-901-4636 (TTY: 1-800-833-6388 / 711) まで、お電話にてご連絡ください。

አማርኛ (Amharic) ፡ ማሳሰቢያ፡ የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚኒተለው ቁጥር ይደውሉ 1-888-901-4636 (መስማት ለተሳናቸው፡ 1-800-833-6388 / 711)።

Oromiffa (Oromo): XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic): لديكم حق الحصول على مساعدة ومعلومات في ملحوظة : إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-901-4636 رقم هاتف الصم والبكم: (711 / 1-800-833-6388).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

ພາສາລາວ (Lao): ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຕະຫຼອດມື້ພ້ອມ ໃຫ້ທ່ານ. ໂທ 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-901-4636 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-833-6388 / 711).

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-901-4636 (ATS: 1-800-833-6388 / 711).

Română (Romanian): ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Adamawa (Fulfulde): MAANDO: To a waawi Adamawa, e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

فارسی (Farsi): توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-901-4636 (TTY: 1-800-833-6388 / 711) تماس بگیرید.

Notes

A series of horizontal dotted lines for taking notes.

Want to learn more?

Visit kp.org/wa or call Member Services
Monday through Friday, 8 a.m. to 5 p.m.

- **1-888-901-4636** (English and more than 150 languages with our interpreter services)
- **711** (TTY)

New Member Welcome Team: **1-888-844-4607**

Stay connected to good health

 facebook.com/kaiserpermanentewashington

 [@kpwashington](https://twitter.com/kpwashington)

 [@kp_washington](https://instagram.com/kp_washington)

 youtube.com/kaiserpermanenteorg



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Seattle, WA 98101