Healthy together

Care and coverage that fits your life
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/directory for details about education, specialties, and languages spoken for doctors near you. You can also change doctors at any time.

Support from the get-go
Get help transitioning your care, doctors, and prescriptions. Just call our dedicated new member team. Getting started has never been easier.

Right care, right time
Get the care you need when you need it with routine, specialty, urgent, and emergency care. If you’re ever unsure where to go, call our consulting nurse helpline for 24/7 care advice by phone.

More care options
How you get care is up to you. Besides in-person visits, you can chat online with a clinician at kp.org/wa. Or email nonurgent questions to your doctor’s office.

Many services under one roof
Do more in less time. In most of our care facilities, you can see your doctor, get a lab test or X-ray, and pick up prescriptions — all in a single trip.
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 the Vancouver/Longview area. That area is part of Kaiser Permanente Northwest.
Quality care with you at the center

Our physician-led care teams at Kaiser Permanente work together to 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 keep you healthy. At Kaiser Permanente facilities, they’re connected to each other, and to you, through our 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 care that’s tailored for your individual needs.

Personalized care for all patients

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

One stop for many services

Most of our medical offices 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
Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, Access PPO has you covered.

Preventive care to 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, and you don't need referrals for many specialties that are offered by Washington Permanente Medical Group.

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

Support for ongoing conditions

If you're struggling with a condition like diabetes or heart failure, 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

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

- Top performing medical group in Washington state for the 11th year in a row²
- Nationally recognized patient-centered medical home for high-quality care focused on patients³
- One of only 16 medical groups in the country to receive the Acclaim Award for physician-led innovations⁴
Your care, your way

Get care when and how you want it with Kaiser Permanente. With more options beyond doctor visits, it’s easier to stay on top of your health.

<table>
<thead>
<tr>
<th>Choose how you connect to care</th>
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<tbody>
<tr>
<td><strong>Call</strong></td>
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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

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<tr>
<th>Service</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Wellness coaching by phone</td>
<td>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.</td>
</tr>
<tr>
<td>Healthy lifestyle programs</td>
<td>Find discounts on fitness facilities nationwide, exercise videos and workout equipment, and weight management programs at globalfit.com/kpwa.</td>
</tr>
<tr>
<td>Help to quit smoking</td>
<td>Quit for good with one of the country’s most successful tobacco cessation programs – at no additional cost. Phone-based or online. Visit <a href="http://quitnow.net/kpwa">quitnow.net/kpwa</a> for details.</td>
</tr>
<tr>
<td>Special rates for members</td>
<td>Enjoy a 20 percent discount on acupuncture, naturopathy, chiropractic care, yoga, Pilates, and more with Complementary Choices. Learn more at <a href="http://kp.org/wa/alternative-medicine">kp.org/wa/alternative-medicine</a>.</td>
</tr>
<tr>
<td>Classes and support groups</td>
<td>Call the Resource Line at 1-800-992-2279, or email <a href="mailto:kpwa.resource-l@kp.org">kpwa.resource-l@kp.org</a> to find health classes and support groups near you. You can also request patient education pamphlets and DVDs created for our medical offices.</td>
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<tr>
<td>Wellness blog</td>
<td>Visit <a href="http://kp.org/wa/health">kp.org/wa/health</a> for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.</td>
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</table>
Find a facility near you

Our goal is to make it as easy and convenient as possible for you to get the care you need when you need it. If you live in the Puget Sound region or spend time in other Washington state areas, refer to the map below and on the following page for Access PPO preferred provider locations found at kp.org/wa/directory.

Western Washington

You’ll have lower copays or coinsurance on some services if you choose Kaiser Permanente Washington facilities in the Puget Sound region or Spokane area. Call Member Services before you go to Kaiser Permanente facilities in other states or in Southwest Washington.
More choice, more flexibility

For even greater choice and convenience, the Kaiser Permanente Access PPO network gives you access to covered services from licensed providers and pharmacies across the country.

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. Complete the "Find a Provider" information, select "Entire First Choice Health PPO Network," and view your results.

All other states
First Health
myfirsthealth.com

You can use providers with the First Health network for states outside the Pacific Northwest. 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.

Additional pharmacies

Beyond the pharmacies listed at kp.org/wa/directory, you have in-network access to the OptumRx national pharmacy network.

Non-participating providers

You can also 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.
Making it easier to switch plans

Changing health plans can seem like a lot of work, especially if you’re in the middle of treatment or take prescription drugs. That’s why we created a dedicated new member team to help you transition to Kaiser Permanente.

Need help transitioning to a new plan? Call 1-888-844-4607.

Transfer your prescriptions

It’s easy to transfer your prescriptions so your treatment is uninterrupted. Either register online and create an account at kp.org/wa to transfer your prescriptions yourself, or call our new member welcome team for help. You’ll be able to order refills online for convenient mail delivery to your home.

Find the right doctor

You have so many options with Access PPO, it may be difficult to narrow your choice to one primary care 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/directory, 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

Our dedicated team can help you select a doctor, transfer prescriptions and medical records, and connect with resources to meet your unique needs. Other questions about transitioning care? Give us a call at 1-888-844-4607.
Endnotes

1 This feature is available when you get care at Kaiser Permanente facilities.


4 Received by Group Health Permanente, P.C. (now Washington Permanente Medical Group) from American Medical Group Association in 2010.

Already a member?

If you haven’t already, go to kp.org/wa/register so you can start ordering prescription refills, get reminders about needed care, and view coverage documents, including explanation of benefits for services received and benefits usage status.
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 do 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，您可以免费获得語言援助服务。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).


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).

گیارگی (Khmer) ទូរគំនិៈ ទំពាក់ភាពជោះស្រាយ និងភាពជោះស្រាយ សេវាអនុសញ្ញាជូនមកអតិថិជន មកអតិថិជន 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): ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀረበ ፈርድ ይታቀバレ ፈርድ ይታቀバレ ፈርድ ይታ keer ፈርድ ይታ keer ፈርድ ይታ keer ፈርድ ይታ keer ፈርድ ይታ keer ፈርድ ይታ keer ፈርድ ይታ keer ፈርድ ይታ keer ፈርድ ይżążyta ፈርድ ይżążyta ፈርድ ይżężyta ፈርድ ይżężyta ፈርድ ይżężyta ፈFrançois (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).

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).

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