Healthy together

Care and coverage that fits your life

kp.org/wa

2018-2019 Enrollment | Spokane Area | Access PPO Plans
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 to transition 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 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 have online options. Sign in at kp.org/wa to instant message a clinician for real-time medical care.

Resources to boost your health
From health coaches to care managers, fitness club discounts to weight loss programs, 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. With Kaiser Permanente, we bring care and coverage together so you get everything you need for your health in one easy-to-use package.

- Quality care with you at the center
- Great care, great results
- Your care, your way
- Get more from your health plan
- Finding network providers
- Making it easier to switch plans

Note: Kaiser Permanente Washington region does not include the Vancouver/Longview area. This area is part of Kaiser Permanente Northwest.
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 and hospitals

Our network physicians, including those at Kaiser Permanente medical offices, 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. You have access to excellent hospital care at MultiCare Valley, Providence Holy Family, Shriners Hospital for Children, plus Providence Sacred Heart Medical Center & Children’s Hospital, the second-highest-ranking hospital in Washington.¹

Better care with a connected team

Many large network medical groups in Spokane, like Kaiser Permanente, Providence, and MultiCare Rockwood, have electronic records so your care is connected and coordinated.² Your doctor, nurses, and other specialists can see what tests you’ve had, what medications you’re taking, and any gaps in your care. That way you get care tailored to your individual needs.

Personalized care for all patients

Great care isn’t about one size fits all. That’s why we create tools and programs that support individualized care:

• An online health questionnaire that evaluates your health risks and gives you an action plan to discuss with your doctor.
• Telephone interpretation services in more than 150 languages.
• Transgender services at Kaiser Permanente facilities from licensed, caring social workers.
• Training for care teams on how to connect with and care for people of all backgrounds.

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.
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 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’ll send automatic reminders when you’re due for your next screening.

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.

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. You have access to excellent specialists locally, like Cancer Care Northwest and Northwest Orthopedics, and across the country. No referral is needed for most specialty care.

If you do need a specialist, procedure, or surgery that requires pre-authorization, your physician will work with Kaiser Permanente to obtain it. You’ll save on out-of-pocket costs and paperwork if you choose in-network providers for your care.

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 row
- Nationally recognized patient-centered medical home for high-quality care focused on patients
- One of only 16 medical groups in the country to receive the Acclaim Award for physician-led innovations
Your care, your way

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

Convenient options with no appointment

**Call**
For advice on troubling symptoms or injuries, call our consulting nurse helpline anytime, no matter where you are. A nurse will assess your situation and help you decide what to do next.

**Click**
For real-time medical care, instant message with a Care Chat clinician. They’re available 7 days a week, 8 a.m. to 10 p.m. Get answers to health questions, a diagnosis or treatment plan, and a prescription if needed.

**Click**
For common conditions like sinus or urinary tract infections, complete a questionnaire online and within 2 hours you can get a diagnosis, treatment plan, and a prescription if needed. Prescriptions are filled at our medical office pharmacies or via mail order.

**Come in**
Drop in for quick care for minor needs at walk-in clinics, including our Riverfront Medical Center, 8 a.m. to 8 p.m., 7 days a week. You can find additional walk-in or urgent care options at [kp.org/wa-directory](http://kp.org/wa-directory).

Manage your health anytime, anywhere

**Online**
Once you’re registered on [kp.org/wa](http://kp.org/wa), you can view your medical record, message your physician, schedule routine appointments, and more.

**In app**
Major medical groups offering online records and physician messaging usually have an app for access via phone or tablet. Learn more about Kaiser Permanente Washington’s mobile app at [kp.org/wa/mobile](http://kp.org/wa/mobile).
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.

- **Healthy lifestyle programs**: Find discounts on fitness facilities nationwide, exercise videos and workout equipment, and weight management programs at globalfit.com/kpwa.

- **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 details.

- **Special rates for members**: Enjoy a 20 percent discount on acupuncture, naturopathy, chiropractic care, yoga, Pilates, and more with Complementary Choices™. Learn more at kp.org/wa/alternative-medicine.

- **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 offices.

- **Wellness blog**: Visit kp.org/wa/health for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.
Finding network providers

Access PPO offers you the freedom to choose any licensed provider for your care. However, you’ll pay less for care when you choose from among the more than 1 million hospitals, clinics, and practitioners nationwide who are in-network preferred providers.

**Washington State**

Choose from more than 26,000 Access PPO providers at [kp.org/wa/directory](http://kp.org/wa/directory). In addition to such renowned medical systems as Kaiser Permanente, Providence Health & Services, UW Medicine, MultiCare, and CHI Franciscan Health, you’ll recognize the names of many network affiliates. These are some examples.

**Spokane**: Advanced Dermatology and Skin Surgery, Cancer Care Northwest, Deaconess Hospital, Providence Medical Group

**Spokane Valley**: Mt. Spokane Pediatrics, MultiCare Valley Hospital, Northwest Orthopaedics, Valley Obstetrics and Gynecology

**Idaho**: Coeur d’Alene Pediatrics, Hayden Lake Family Physicians, Ironwood Family Practice, Kootenai Health, Northwest Specialty Hospital

In addition, a select group of providers in the directory offers an enhanced benefit – lower copays or cost shares for office visits and some drugs.

**Pacific Northwest**

Choose a provider in Alaska, Idaho, Montana, Oregon, and additional providers in Washington state with access to the First Choice Health Network. This network offers more than 150 hospitals, 800 medical facilities, and nearly 22,000 practitioners.

Find all providers at [www.fchn.com](http://www.fchn.com). Fill in the Find a Provider fields for location, specialty, and name (if you have one), then hit search.

A pop-up will ask you to select Entire First Choice Health PPO Network, Employer/Group ID, or Employer/Group/Trust Name. Select Entire First Choice Health Network. Then view your results.
Outside the Pacific Northwest, you have access to an extensive network with 5,000 hospitals, and more than 1 million health care professionals.

You can find these providers by going to myfirsthealth.com. Click “Start now,” select the type of provider you’re looking for, and decide whether you want to search by ZIP code or by state, and fill out the appropriate fields for location. Click “Search now” to view your results.

Non-participating providers

You can receive care from any licensed provider in the U.S. at your out-of-network benefit level. This choice has the highest out-of-pocket costs. Because these providers aren’t contracted with Kaiser Permanente, you will need to pay for services when received, and then submit claims to Kaiser Permanente for reimbursement.

Local and national pharmacy access

You’ll find hundreds of Washington in-network pharmacies at kp.org/wa/directory. You also have access to the OptumRx national pharmacy network, which includes most well-known pharmacy chains.

Kaiser Permanente facilities in other regions

For now, Kaiser Permanente facilities in Southwest Washington, Oregon, California, Colorado, Hawaii, Georgia, Maryland, Virginia, and the District of Columbia are not Access PPO in-network preferred providers. However, work is under way to make this possible.

Check with Member Services if you’re looking for care in other Kaiser Permanente regions. Staff will help you find the closest place for in-network care.

Your digital ID card

Access your membership information anytime, anywhere, with the Kaiser Permanente digital membership card, an electronic version of your ID card. While traveling, the digital card lets you provide your membership information right from your phone. You’ll find the link to your digital card on your secure home page once you’ve registered for online services and signed in.
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 might want help transitioning your care to Kaiser Permanente 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

2Described on websites for Kaiser Permanente Washington, Providence Health Care in Spokane, and MultiCare Rockwood clinics, primary care clinic location pages.
5Received by Group Health Permanente, P.C. (now Washington Permanente Medical Group) from American Medical Group Association in 2010.
6Available when you get care at Kaiser Permanente medical offices.
7Source: OIC Provider Network Form A.

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 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.
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).

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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