Healthy together

Care and coverage that fits your life

kp.org/wa

2018-2019 Enrollment | Select Counties | 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 transitioning your care, doctors, and prescriptions. Just call our dedicated new member team. Getting started has never been easier.

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.

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 for 24/7 care advice by phone.

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.

Great care, great results
Your care, your way
Finding network providers
Get more from your health plan
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.
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. You have access to excellent specialists locally and across the country, and don’t need a referral for most specialty care.

Your physician will work with Kaiser Permanente if you need a specialist or procedure that does require pre-authorization. Choosing in-network providers will also keep out-of-pocket costs lower.

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

**Support for ongoing conditions**

If we’re aware that 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 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

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3. Received by Group Health Permanente, P.C. and Group Health Cooperative from American Medical Group Association in 2010.
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

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 online 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 get a diagnosis and treatment plan within 2 hours, and a prescription if needed. Prescriptions are filled at our medical office pharmacies or via mail order.

Click

Order prescription refills online and have them mailed to your home.

Come in

Visit your doctor for routine care, preventive services, or care when you’re not feeling well. In some cases you may be able to schedule a same-day appointment.

Come in

For urgent advice, call your doctor, or call our nurse helpline, available 24 hours a day. Find in-network urgent care facilities in your area by searching Urgent Care and Walk-In Clinics at kp.org/wa/directory.
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**
kp.org/wa/directory

Choose from more than 26,000 Access PPO providers at 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.

**Northwest Washington:** Family Care Network, PeaceHealth specialists, Island Hospital, WhidbeyHealth Medical Center

**Central Washington:** Astria hospitals, Kittitas Valley Healthcare, Memorial Physicians, Virginia Mason Memorial

**Southwest Washington:** Kadlec Clinic, Lourdes Medical Center, Providence St. Mary Medical Center, and Walla Walla Clinic

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**
First Choice Health Network
fchn.com

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. 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.

*Source: OIC Provider Network Form A*
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, 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 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.
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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<thead>
<tr>
<th>Service</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>Wellness coaching by phone</strong></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><strong>Healthy lifestyle programs</strong></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><strong>Help to quit smoking</strong></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 quitnow.net/kpwa for details.</td>
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<tr>
<td><strong>Special rates for members</strong></td>
<td>Enjoy a 20 percent discount on acupuncture, naturopathy, chiropractic care, yoga, Pilates, and more with Complementary Choices. TM Learn more at kp.org/wa/alternative-medicine.</td>
</tr>
<tr>
<td><strong>Classes and support groups</strong></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><strong>Wellness blog</strong></td>
<td>Visit kp.org/wa/health for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.</td>
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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.
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).

Spanish (Spanish): ATTENCIÓN: 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)。


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。


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