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.

Online, on the go
Using a computer or our mobile app, you can view your medical record, refill prescriptions, and find wellness tools, classes, and discounts.

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.

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.

Many services under one roof
Do more in less time. At 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.

- Quality care with you at the center
- Great care, great results
- Your care, your way
- Care when and where you need it
- Find a facility near you
- Other network care 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. That 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

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 Kaiser Permanente doctor, nurses, and other specialists all work together to keep you healthy. They’re 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 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

Washington Permanente Medical Group is the top performing medical group in Washington state for the 11th year in a row.²
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 at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role – your preventive care services are tracked in the system, which triggers automatic 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.

Support for ongoing conditions

If you’re struggling with a condition like diabetes or heart failure, you might 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. We have one of the largest multispecialty medical groups in the country, so we can connect you with the right specialist faster. And you don’t need referrals for many specialties that are offered by Washington Permanente Medical Group.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care – all combined to help you recover quickly.

A leader in clinical quality

In 2017, our Core HMO plan led the state in six important care measures, including breast and colon cancer screenings, controlling high blood pressure, childhood immunizations, and timely prenatal care. In fact, some of these rates are among the highest in the country.³

Kaiser Permanente Washington’s commercial HMO was rated the top-performing health plan in the nation in the most recent National Alliance of Healthcare Purchasers eValue8™ survey. Our high standards set the survey’s national benchmarks for “helping members get and stay healthy” and “helping members manage chronic conditions.”⁴
Your care, your way

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

Choose how you connect to care

- **Click**
  
  Sign in to your secure kp.org/wa account and get real-time medical care via Care Chat online messaging with a clinician. Email your doctor’s office anytime with nonurgent questions. Or get an online diagnosis for certain common conditions with our online visit feature.

- **Call**
  
  You may be able to save a trip to the doctor’s office by having a phone appointment instead. We also offer a consulting nurse helpline for care guidance and advice by phone 24/7.

- **Come in**
  
  Drop in for quick care for minor needs at walk-in clinics at several of our medical offices or at CareClinic at Bartell Drugs at 15 Puget Sound locations. No appointment needed.

- **Come in**
  
  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.

Manage your health your way

- **Online**
  
  Stay on top of your Kaiser Permanente care at kp.org/wa. Once you’re registered, you can view your medical record, refill most prescriptions, schedule routine appointments, and more.

- **In app**
  
  Manage your care anytime, anywhere. Access many of the features on kp.org/wa with the Kaiser Permanente Washington mobile app. Learn more at kp.org/wa/mobile.
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.

Convenient care near you

With multiple locations to choose from, it’s easy to find one near home or work. At Kaiser Permanente 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.

Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit kp.org/wa/directory to search for doctors, facilities, pharmacies, hospitals, and more.
- Search on your smartphone for Kaiser Permanente medical offices or CareClinic at Bartell Drugs with the location finder on the Kaiser Permanente Washington mobile app.

Getting care anytime, anywhere

Emergency care

If you need emergency care, you’re covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.

Care away from home

If you get hurt or sick while traveling, we’ll help you get care.

- You can call a consulting nurse 24/7 who will evaluate your symptoms and advise you on what to do next.
- If you’re looking for a plan provider nearby or a Kaiser Permanente facility (which Core plan members can use while traveling), call Member Services. Facilities are located in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, the Longview/Vancouver area of Washington state, and the District of Columbia.
- For care at a Kaiser Permanente facility outside of your plan’s service area, call Member Services to get a visiting member ID number prior to going to the facility.

See the next page for a list of our locations in your area.
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. Please refer to the map below and on the following page, or visit kp.org/wa/directory to find a location in your area.

### Puget Sound Kaiser Permanente Medical Offices

- Bellevue
- Burien
- Capitol Hill
- Downtown Seattle
- Everett
- Factoria
- Federal Way
- Kent
- Lynnwood
- Northgate
- Northshore
- Olympia
- Port Orchard
- Poulsbo
- Puyallup
- Rainier
- Redmond
- Renton
- Silverdale
- Tacoma
- Tacoma South

### CareClinic by Kaiser Permanente at Bartell Drugs

- Alderwood
- Ballard
- Bellevue Village
- Crossroads
- Des Moines
- Gig Harbor
- Greenwood
- Rainier
- Redmond
- Renton
- Sammamish
- Silver Lake
- Snoqualmie
- University Village
- West Seattle
Other network care providers

You want the best care possible no matter where you live. So we look for the same quality and philosophy of care in our community providers that we expect from our own doctors and staff.

Meeting our high standards

Kaiser Permanente sets high standards for all Core network providers in clinical quality and patient satisfaction, so you can feel confident whoever you choose to see. We also work closely with our network providers to help them improve your care experience.

Supporting preventive care

We’ll send your community provider monthly reports on any screenings or tests our coverage records indicate you’re overdue for. This reminds your doctor to provide this important preventive care at your next visit.

Sharing quality care resources

Our community providers can access Kaiser Permanente’s clinical resources, including:

- Detailed treatment guides on a wide range of conditions.
- Clinical tips for daily practice.
- Safety information on new drugs.
- New research results that can benefit patients.
- Additional training and continuing education opportunities.

Extending the reach of our care system

As a member, you can find the right provider for you from among 46 hospitals and 9,000 practitioners\(^a\) in the Core network, in addition to the clinicians at our own medical facilities. Kaiser Permanente surgeons and specialists provide care at 7 major hospitals in Western Washington. In addition, hospitalists and care managers coordinate your in-patient care at 8 hospital locations, providing an added level of support when you need it most.
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 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.
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

Our 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 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.
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).


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。


ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਵਿਚ: ਜੋ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬਾਜਾਰ ਨਾਲੋਂ ਜਾਂ ਜੋ ਤੁਸੀਂ ਇੰਗਰੀ ਮਾਨਸਕ ਮੁਹਿੰਦਰੀ ਨਾਲੋਂ ਕਾਲ ਧਿਆਨ ਰ੝ਤਾ॥

1-888-901-4636 (TTY: 1-800-833-6388 / 711) ਦੇ ਲਈ ਕਾਲ ਰ੝ਤਾ॥


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)
Endnotes

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


3NCQA (National Committee for Quality Assurance) Quality Compass® 2017 HEDIS® Scores. Quality Compass® and HEDIS® (Healthcare Effectiveness Data and Information Set) are registered trademarks of NCQA.

4Kaiser Foundation Health Plan of Washington’s (formerly named Group Health Cooperative) commercial HMO rated the top health plan in the United States in the 2016 eValue8™ survey. Managed by the National Alliance of Healthcare Purchaser Coalitions (formerly National Business Coalition on Health), eValue8™ is an evidence-based resource created by business coalitions and employers like Boeing, Marriott, and General Motors to measure and evaluate health plan cost, quality, and performance.

5Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail order service.

6To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on kp.org/wa.

7If 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 Benefits Booklet.

8Source: OIC Provider Network Form A.

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.
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