At Kaiser Permanente, our mission is to provide high-quality, affordable health care services and improve the health of our members and the communities we serve. Our Medicare health plans are built to support the full spectrum of health needs, with programs and services to help members be their healthiest. And when members get care at Kaiser Permanente medical offices, their care experience combines personalized primary and specialty care, quality, prevention, and advanced technology, all in one convenient package.
Coordinated, connected care

When members get care at Kaiser Permanente, they benefit from our collaborative approach, which empowers our care teams to achieve better outcomes.

A team approach

Led by the member’s personal physician, our health care professionals and support staff work together to meet each member’s individual health needs.

Focus on prevention

We help our members be well and stay well by screening for issues early, which prevents more serious problems and expensive care later.

Evidence-based care

By using scientific evidence we can provide treatment that’s proven to be effective and efficient.

Connected care

Kaiser Permanente doctors, specialists, and care team members are all connected to the member’s electronic health record. They have the full picture of a patient, so they can expedite care and better manage complex issues and medications.

Medical excellence

Washington Permanente Medical Group is the highest-ranked medical group in Washington state. We provide care in more than 50 medical and surgical specialties.

More effective care even beyond our walls

Easy ways to access care

In addition to doctor office visits, members have other convenient options:

- **Come in:** Walk in to CareClinic at Bartell Drugs, with 15 locations in the Puget Sound area.
- **Click:** Instant message online with a Care Chat clinician, complete an online visit for common conditions, or email your doctor’s office with nonurgent issues.
- **Call:** Our nurse helpline is available 24 hours a day.

Care management

Our care management program helps reduce the need for hospital stays and readmissions. Kaiser Permanente hospitalists and nurses are on-site at 8 high-volume network hospitals. By using preferred facilities and providers, we’re able to direct members to high-quality, effective care and save costs. And we help members transition out of the hospital, with follow-up care arranged before they leave.

Coordinated emergency care

Our Emergency Patient Resources and Options Program helps emergency departments provide more efficient care for our members. By sharing medical information, we can reduce hospital admissions and member costs, and avoid unnecessary tests and procedures. At our contracted hospitals, coordinated care is built in.
More than just medical coverage

Kaiser Permanente Medicare Advantage members get more than just a health plan — they get the coverage they need, high-quality care, and support to reach their health goals. They can choose from different plans to meet different cost and coverage needs.

All plans include access to the highest-ranked medical group in Washington state — Washington Permanente Medical Group² — at Kaiser Permanente medical offices in the Puget Sound and Spokane areas. In areas where Kaiser Permanente medical offices are not available, members have access to a broad network of high-quality community providers. And all members can take advantage of features that are built into every health plan, including:

- Personalized programs and services to proactively manage health conditions and support healthy aging
- Silver&Fit® Exercise and Healthy Aging Program
- Support from a dedicated Member Services team with specialized training in Medicare health plans

Part D prescription drug coverage

Many of our plans include Medicare Part D coverage for generic, brand-name, and specialty drugs. Our drug formulary is developed by a team of physicians who select drugs that are safe, effective, and a good value to our members.

Optional dental benefits

We teamed up with Delta Dental of Washington to offer dental benefits, which can be added to any Kaiser Permanente Medicare Advantage plan. This gives members the convenience of a single contact for their coverage.

- 1 application to enroll for medical and dental coverage
- 1 bill for medical and dental premiums

Care when and where you need it

Puget Sound region

King, Kitsap, Lewis, Pierce, Snohomish, Thurston, and parts of Grays Harbor and Mason counties.

- Convenient one-stop care at 21 Kaiser Permanente Washington locations in the Puget Sound area with doctor visits, lab, X-ray, and pharmacy usually under one roof
- Hundreds of Washington Permanente Medical Group providers around Puget Sound to choose from
- More than 9,000 affiliated providers across Washington state, including physicians at The Everett Clinic in Snohomish County, and Franciscan Medical Clinics
- Affiliations with well-known local hospitals, such as Swedish, Overlake, Providence, and Franciscan Medical Clinics

Spokane County

- Convenient one-stop care at 7 Kaiser Permanente Washington medical offices, including 3 former Columbia Medical Associates clinics
- Primary care at additional locations with our affiliated community providers Multicare Rockwood Clinic and Providence Medical Group (PMG)
- More than 9,000 affiliated providers across Washington state, including Providence Sacred Heart and Holy Family Hospitals and 11 urgent care locations

Northwest counties

Island, San Juan, Skagit, and Whatcom

- A broad network of providers who accept Medicare enrollees, including Island, Peace Health, and Skagit Valley hospitals
- Affiliated medical groups include The Everett Clinic in Snohomish County, Peace Health, Family Care Network, Lynden Family Medicine, and Skagit Regional Clinics

Percentage of Kaiser Permanente Washington Medicare Advantage members who choose to re-enroll in a Kaiser Permanente plan

96%

1 Available when members receive care at Kaiser Permanente medical offices.
3 Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail-order service.
4 Silver&Fit® is a federally registered trademark of American Specialty Health, Inc.
Quality that gets noticed

We’re here to help make lives better. So when Kaiser Permanente is recognized for its doctors or health plans, we appreciate that it’s our members who benefit.

High Quality Rating from Medicare

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WASHINGTON HEALTH ALLIANCE 2017 COMMUNITY CHECKUP

Based on more than 50 clinical measures of quality, including cancer screenings, immunizations, diabetes care, and more.

National Committee for Quality Assurance (NCQA)

Kaiser Foundation Health Plan of Washington Medicare (HMO) was rated 4.5 out of 5 in the National Committee for Quality Assurance (NCQA) Medicare Health Insurance Plan rankings 2018-2019.

2 https://www.wacommunitycheckup.org/media/46740/2017-community-checkup-report.pdf Ranking was not issued or endorsed by Medicare.
3 Every year, Medicare evaluates plans based on a 5-star rating system.
4 The National Committee for Quality Assurance (NCQA) is a private, 501 (c)(3) not-for-profit organization dedicated to improving health care quality. It issues health insurance plan ratings and Quality Compass Health Plan Quality Measures for Commercial and Medicare plans each year. Ranking was not issued or endorsed by Medicare.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.