Healthy together
Care and coverage that fits your life

kp.org/wa
2018 Enrollment | Washington | 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 Find Doctors on kp.org/wa for details about education, specialties, languages spoken, and more. 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.

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 us for 24/7 care advice by phone.

Many services under one roof
Do more in less time. In most of our facilities, you can see your doctor, get a lab test or X-ray, and pick up prescriptions—all in a single trip.

More care options
How you get care is up to you. Besides in-person visits, there are online visits at kp.org/wa. Choose a phone appointment, or email nonurgent questions to your doctor’s office.

Experience the Kaiser Permanente difference

To be healthy, you need quality care that’s simple, personalized, and hassle-free. At Kaiser Permanente, care and coverage come together—so you get everything you need to stay on top of your health in one easy-to-use package.

1. These features are available when you get care at Kaiser Permanente facilities.
2. Note: Kaiser Permanente Washington region does not include the Vancouver/Langley area. These are 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. Your physician will coordinate your care journey, 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

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 facilities. 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’re automatically enrolled in a disease management program for personal coaching and support, or you can request to be enrolled. With a well-rounded approach backed by proven best practices and advanced technology, we’ll help you get the care you need to continue living life to the fullest.

A leader in clinical quality

In 2016, Kaiser Permanente led the nation in 21 effectiveness-of-care measures, including prevention and screening, cardiovascular care, and comprehensive diabetes care.²

Kaiser Permanente Washington’s commercial HMO was rated the top-performing health plan in the nation in the 2016 National Alliance of Healthcare Purchasers eValue8™ survey. One reason was we set the survey’s national benchmark for “helping members get and stay healthy” and “helping members manage chronic conditions.”³

Washington Permanente Medical Group is the top performing medical group in Washington state for the 10th year in a row.²

¹NCQA (National Committee for Quality Assurance) Quality Compass® 2016 HEDIS® Scores. Quality Compass® and HEDIS® (Healthcare Effectiveness Data and Information Set) are registered trademarks of NCQA.
²Kaiser 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 Purchasers 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.
³Kaiser Permanente Washington's commercial HMO was rated the top-performing health plan in the nation in the 2016 National Alliance of Healthcare Purchasers eValue8™ survey. One reason was we set the survey’s national benchmark for “helping members get and stay healthy” and “helping members manage chronic conditions.”³
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

- **Online**
  Email your doctor’s office anytime with nonurgent questions. You’ll usually get a response within 2 business days – if not sooner. Or get quick care for common conditions at kp.org/wa/onlinevisit.

- **Walk-in clinics**
  Drop in for quick, professional care for minor needs at walk-in clinics at six of our medical offices or at our CareClinics at Bartell Drugs in 15 locations. No appointment required.

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

- **Doctor’s office**
  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 care 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/provider-directory to search for doctors, facilities, pharmacies, hospitals, and more.
- Search on your smartphone for Kaiser Permanente medical offices or CareClinics at Bartell Drugs with the location finder on the Kaiser Permanente Washington mobile app. Learn more at kp.org/wa/mobile.

Getting care anytime, anywhere

**Travel care**
As a Kaiser Permanente Access PPO member, your benefits go farther than your home service area. Wherever you go, you’re covered for:
- Emergency room and urgent care visits – anywhere in the world
- Care from in-network providers nationwide.

You can self-refer to providers except for some specific specialties that require pre-authorization.
- If you receive care from a non-plan provider or facility, you may need to pay in full at time of service, then mail us a claims form with your medical receipts for reimbursement of covered charges.

Resources while traveling
Call our nurse helpline 24/7 if you’d like your symptoms evaluated and advice on what to do next.

Call Member Services if you need assistance finding an in-network provider while traveling in the U.S.

See the next page for a list of our locations in your area.

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

*If 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.*
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/provider-directory to find the facility nearest you.

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 across the country.

Special savings for select providers

Choose a provider with the Washington Permanente Medical Group or from more than 26,000 providers in our service area who agree to our quality and patient satisfaction standards. A select group of these providers, including physicians and pharmacies at Kaiser Permanente Washington, offer an enhanced benefit – lower copays or cost shares for office visits and some drugs. To find these providers, go to kp.org/wa/provider-directory.

Regional and national coverage

Choose a preferred provider from First Choice Health network (www.fchn.com) in Oregon, Alaska, Montana, Idaho, and Washington or from First Health Network (firsthealth.com) in the rest of the country. You also have access to the OptumRx nationwide network of pharmacies, which includes many well-known pharmacy chains.

Non-participating providers

You can receive care from any non-participating licensed provider in the U.S. at your out-of-network benefit level. This choice has the highest out-of-pocket costs.

Source: OIC Provider Network Form A

Source: OIC Provider Network Form A
### 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>Wellness blog</th>
<th>Visit <a href="http://wa-health.kaiserpermanente.org">wa-health.kaiserpermanente.org</a> for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.</th>
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<tr>
<td>Healthy lifestyle programs</td>
<td>Find discounts on fitness facilities nationwide, exercise videos and workout equipment, and weight management programs at <a href="http://globalfit.com/kpwa">globalfit.com/kpwa</a>. Or get help reaching your health goals with personal wellness coaching – new in 2018.</td>
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<tr>
<td>Classes and support groups</td>
<td>Sign up for health classes and support groups at Kaiser Permanente medical facilities and some community locations. See what’s available near you at <a href="http://kp.org/wa/classes">kp.org/wa/classes</a> – some may require a fee.</td>
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<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>
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<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>
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<tr>
<td>Sponsored events</td>
<td>Connect with other fitness enthusiasts at our sponsored events across Washington, including walking, running, biking, and cooking. Look for upcoming events at <a href="http://kp.org/wa/community-events">kp.org/wa/community-events</a>.</td>
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### Care is just a click away

**Digital tools designed to make your life easier**

**Once you join ...**

Visit [kp.org/wa/getstarted](http://kp.org/wa/getstarted) to get started. It’s easy to register at kp.org/wa/register, transfer your prescriptions, find a doctor, and take a health assessment with an instant report. And if you need help, just give us a call.

**Already a member?**

Manage your care online anytime at kp.org/wa. If you haven’t already, go to [kp.org/wa/register](http://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, schedule routine appointments, and more.
Details and definitions

Coinsurance
The percentage amount you pay for the cost of your covered care or prescriptions. For example, you might pay 20 percent of the cost of your office visit each time you see your doctor.

Copayment, copay
The set dollar amount you pay for certain covered services. For example, you might pay a $25 copay each time you see your doctor.

Deductible
What you’ll pay each year before your plan starts to pay its share. For certain services, such as preventive care, the deductible does not apply.

Formulary
The list of generic and brand-name prescription drugs that are usually covered by our health plans. The drugs are selected by a committee of Kaiser Permanente physicians and pharmacists based on safety, effectiveness, and cost.

Health savings account (HSA)
An HSA is a personal savings account you use to pay for eligible medical expenses. The money you deposit into your account is not taxed, and you own and control that money, even if you change employers.

Hospital stays—inpatient
Hospital room and board, inpatient surgery, anesthesia; intensive and coronary care; laboratory tests; radiology services; drugs while in hospital. Includes mental health inpatient treatment.

Out-of-pocket maximum
The most you’ll be required to pay for covered services in a calendar year. After you’ve paid this amount, the health plan pays for all covered services for the remainder of the year. Deductible, coinsurance, and copays count toward this maximum, but plan premiums do not.

Outpatient surgery
Surgery in an office, outpatient surgery center, or hospital setting that does not require an overnight stay.

Prescription drugs
Outpatient: Formulary drugs and medicines that require prescriptions, including self-administered injectables, mental health drugs, and diabetic supplies.

Preventive care services
For children and adults. Includes wellness visits and immunizations, as established in Kaiser Permanente’s well-care schedule, formulary contraceptive drugs including counseling, contraceptive devices, and female sterilization and counseling. Devices and supplies related to contraception are covered as preventive as required by federal law and covered in full. Also includes drugs and medicines such as aspirin, fluoride, and folic acid.

Tier, drug tier
A classification used to identify what cost share you pay for a drug. More commonly used and less expensive drugs are in lower tiers (for example, tier 1 or tier 2). Specialty or higher-cost drugs are classified in higher tiers (for example, tier 4 or tier 5).

Virtual care
Diagnosis and treatment of certain conditions through a phone call, secure message, or online diagnosis and treatment tool.

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 helpline: 1-888-844-4607

Stay connected to good health
facebook.com/kpthrive or facebook.com/kaiserpermanetewashington/
youtube.com/kaiserpermanenteorg
@kpthrive, @kpshare, @kptotalhealth, @kpwashington
instagram.com/kp_washington
The right choice for a healthier you

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.