

Healthy together

Care and coverage that fits your life

Welcome to care that fits your life



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.

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¹These features are available when you get care at Kaiser Permanente facilities.
Note: Kaiser Permanente Washington region does not include the Vancouver/Longview area. Those 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. 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

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

²Washington Health Alliance 2016 Community Checkup. Ranking applies to then Group Health Cooperative's medical group, formerly named Group Health Permanente, P.C. and now named Washington Permanente Medical Group, P.C.

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.

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.

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.³

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."⁴





³NCQA (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.

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.



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 by phone 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. ⁵ Learn more at kp.org/wa/mobile .

⁵To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on kp.org/wa.

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/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.⁵

Getting care anytime, anywhere

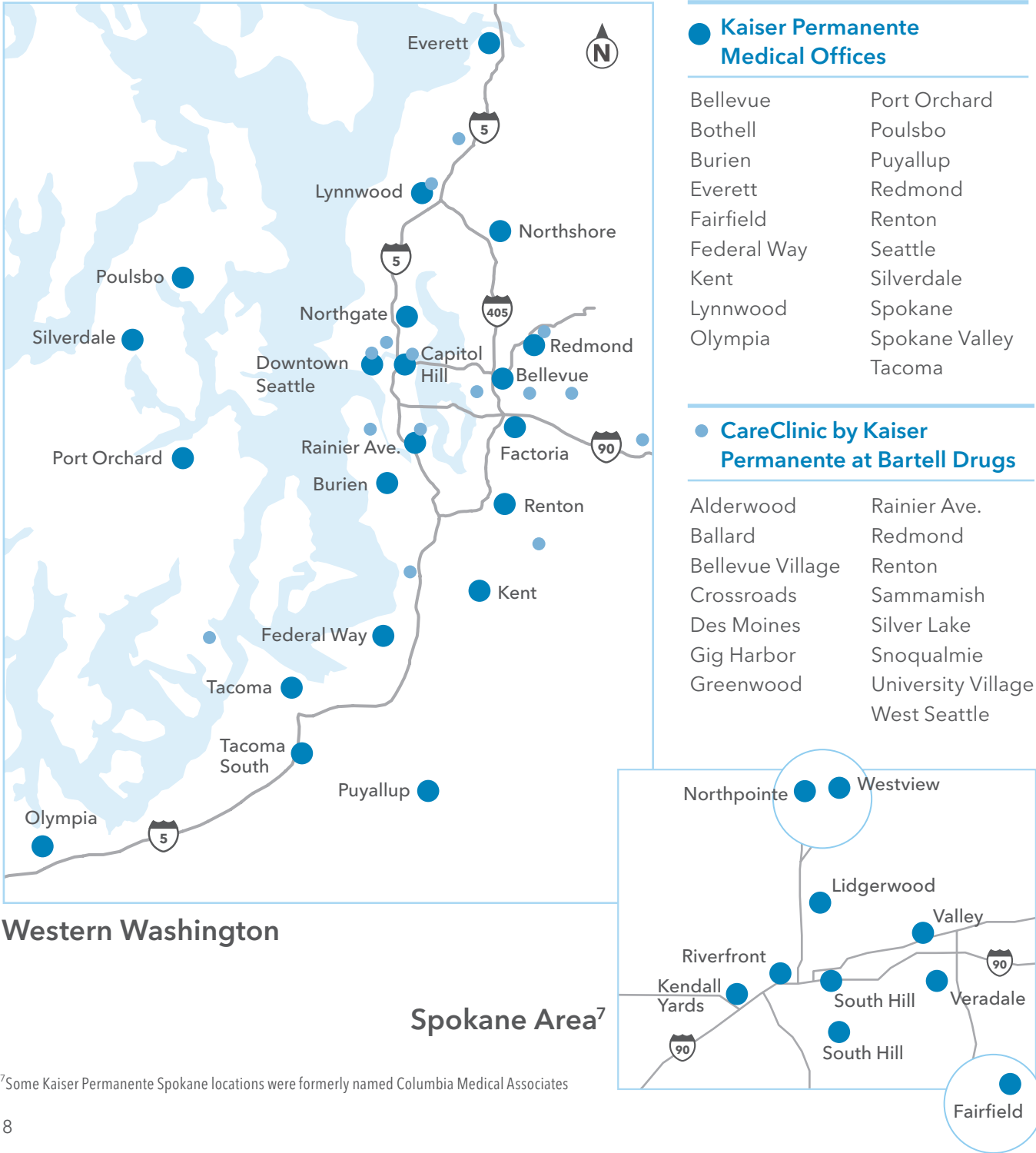
- Emergency care**
If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.⁶
- Care away from home**
If you get hurt or sick while traveling, we'll help you get care.
- You can call a consulting nurse 24/7 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. For care at a Kaiser Permanente facility outside of your plan's service area, they'll issue you a visiting member ID number.

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

⁵To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente member registered on kp.org/wa.
⁶If 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 one nearest you.



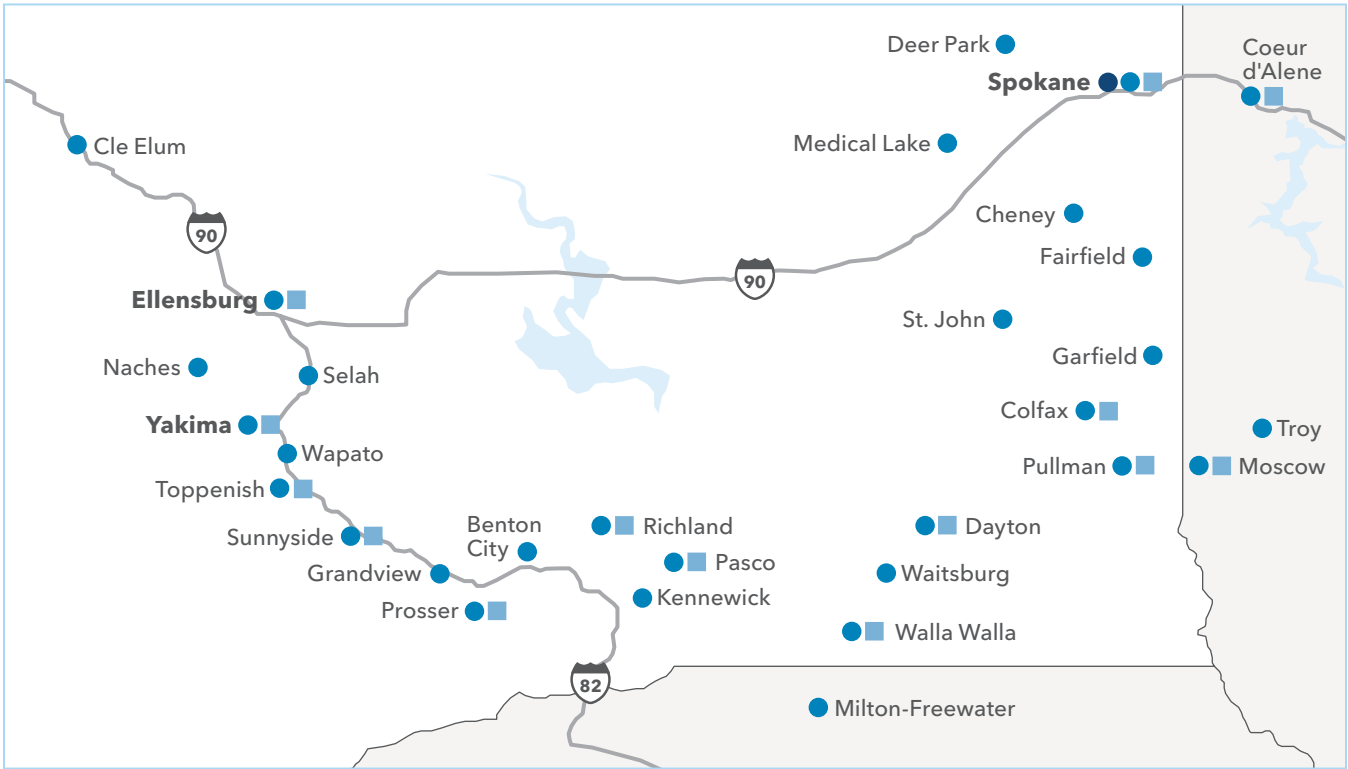
Western Washington (North)



Western Washington (Central)



Central and Eastern Washington



- Kaiser Permanente Medical Facilities
- Affiliated Medical Offices
- Affiliated Hospitals

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.

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.

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.

Extending the reach of our care system

As a member, you can find the right provider for you from among 49 hospitals and 9,000 practitioners⁸ 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.

⁸Source: 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

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

Kaiser Permanente Nondiscrimination Notice
and Language Access Services



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 do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. Kaiser Permanente does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

Kaiser Permanente:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides 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 Member Services.

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 by phone, mail, fax, or email. If you need help filing a grievance, a Kaiser Permanente Member Services Representative is available to help you. Language assistance is provided free of charge. The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

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

Fax: 206-901-6205 or toll-free 1-888-874-1765

Address: Kaiser Foundation Health Plan of Washington

Civil Rights Coordinator, Quality GNE-D1E-07

P.O. Box 9812

Renton, WA 98057-9054

Email: csforms@ghc.org

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.

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LANGUAGE ACCESS SERVICES

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).

Español (Spanish): ATENCIÓN: 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)。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 번으로 전화해 주십시오.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

ភាសាខ្មែរ (Khmer): វេបសាយ: បើសិនអ្នកនិយាយខ្មែរ, សេចក្តីនៃជំនួយ យើងនឹងផ្តល់ ឱ្យអ្នកឥតគិតថ្លៃ ចូរទូរស័ព្ទ 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。

አማርኛ (Amharic): ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ፡ 1-888-901-4636 (መስማት ለተሳናቸው፡ 1-800-833-6388 / 711)፡፡

Oromiffa (Oromo): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

العربية (Arabic): لديكم حق الحصول على مساعدة ومعلومات في ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-901-4636 (رقم هاتف الصم والبكم: 1-800-833-6388 / 711).

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) ‘ਤੇ ਕਾਲ ਕਰੋ।

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

ພາສາລາວ (Lao): ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-901-4636 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-833-6388 / 711).

Français (French): ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-888-901-4636 (ATS: 1-800-833-6388 / 711).

Română (Romanian): ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

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).

فارسی (Farsi): توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-901-4636 (TTY: 1-800-833-6388 / 711) تماس بگیرید.

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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** 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** 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.





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/kaiserpermanentewashington/
-  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.



Kaiser Foundation Health Plan of Washington
601 Union St., Ste. 3100
Seattle, WA 98101



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