Healthy together
Care and coverage that fits your life

kp.org/wa

2018 Enrollment  |  Washington  |  Core Plans
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.

- **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**

1These features are available when you get care at Kaiser Permanente facilities. 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 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

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’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.

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

Washington Permanente Medical Group is the top performing medical group in Washington state for the 10th year in a row.1

1Washington 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.

2NCQA (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.

3Kaiser 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 eValue™ survey. Managed by the National Alliance of Healthcare Purchaser Coalitions (formerly National Business Coalition on Health), eValue™ 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. 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/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.

**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.

**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.

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.

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/provider-directory to find the one nearest you.

Western Washington

- Bellevue, Port Orchard
- Bothell, Poulsbo
- Burien, Puyallup
- Everett, Redmond
- Federal Way, Renton
- Kent, Silverdale
- Lynnwood, Snohomish
- Olympia, Spokan Valley
- Tacoma, Puyallup

Western Washington (North)

- Anacortes, Friday Harbor
- Bellingham, Sedro-Woolley
- Blaine, Ferndale
- Everson, Mount Vernon
- La Conner, Oak Harbor
- Oak Harbor, Stanwood
- WA, Freeland

Western Washington (Central)

- Bothell, Silverdale
- Bremerton, Port Orchard
- Burien, Vashon
- Gig Harbor, Kent
- Shelton, Federal Way
- Bremerton, Silverdale
- Bremerton, Port Orchard
- Burien, South Hill
- Gig Harbor, Kent
- Shelton, Federal Way

Central and Eastern Washington

- Ellensburg, Yakima
- Wapato, Yakima
- Walla Walla, Richland
- Prosser, Pasco
- Kennewick, Kennewick
- Moses Lake, Walla Walla
- Pullman, Moscow
- Franklin, Medical Lake
- Cheney, Fairfield
- Spokane, Coeur d'Alene

Spokane Area

- Alderwood, Rainier Ave.
- Ballard, Redmond
- Bellevue Village, Renton
- Crossroads, Sammamish
- Des Moines, Silver Lake
- Gig Harbor, Snoqualmie
- Greenwood, University Village
- West Seattle, West Seattle

Some Kaiser Permanente Spokane locations were formerly named Columbia Medical Associates.
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 practitioners1 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 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.

1 Source: OIC Provider Network Form A
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

• Telephone to voice telephone at 1-888-901-4636 (TTY: 1-800-333-6388 / 711)

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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/kptrive or
facebook.com/kaiserpermantewashington/
youtube.com/kaiserpermanentwashington
@kptrive, @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.