

# Find your healthy place

With care designed to help you thrive



# 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/find-a-doctor](https://kp.org/wa/find-a-doctor) for details on your provider network, and on the education, specialties, and languages spoken for doctors near you. You can also change doctors at any time.

## Support from the get-go

Get help choosing doctors and transitioning your care and prescriptions. Just call our dedicated New Member Welcome Team.

## More care options

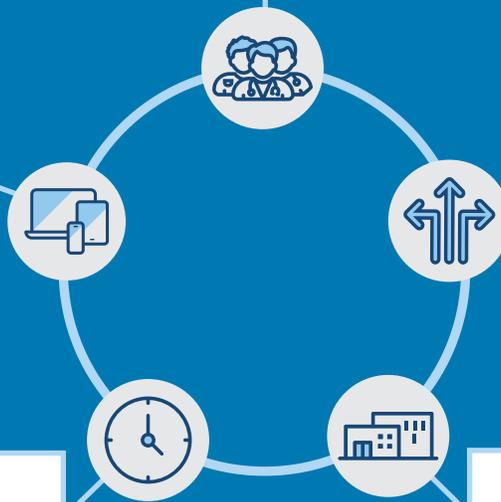
Chat online with a clinician, 24/7, at [kp.org/wa](https://kp.org/wa). Schedule a phone, video, or in-person visit. Or email nonurgent questions to your doctor's office.<sup>1</sup>

## Right care, right time

Get the care you need when you need it with routine, specialty, urgent, and emergency care. Or call our 24/7 consulting nurse helpline.

## Resources to boost your health

From health coaches and care managers to discounts on complementary care and fitness clubs, we'll help you reach your health goals.



# 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.

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Note: Kaiser Permanente Washington region does not include Clark and Cowlitz counties. That area is part of Kaiser Permanente Northwest.



# Quality care with you at the center

From preventive screenings that help keep you healthy to high-quality care if you get sick, we've got you covered.

## 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.

## Preventive care to help keep you healthy

Preventive care is key to how we support member health at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

That's why most of our plans cover preventive care with little or no out-of-pocket costs. And we'll send automatic reminders to you and your primary care physician when you're due for your next screenings.

## 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. Your physician will work with Kaiser Permanente to refer you to any needed specialty care. And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and acupuncture.

## Support for ongoing conditions

If you're struggling with a condition like diabetes or asthma, 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.

## A leader in clinical quality

In 2019, our Core HMO plan led the state in more than 11 critical care measures, including breast and cervical cancer screenings, controlling high blood pressure, childhood immunizations, 4 diabetes care measures, and maternity care. Some of these rates were among the highest in the country.<sup>2</sup>

Our commercial HMO plan was also the top-performing health plan in the state in the 2018 Washington Health Alliance eValue8™ survey. We led other health plans in Washington with "helping members get and stay healthy," "helping members manage chronic conditions," and "helping members manage acute conditions."<sup>3</sup>



# Your care, your way

Get care when and how you want it with 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<sup>1</sup>

<b>24/7 Care Chat</b>	Sign in to your secure <a href="https://kp.org/wa">kp.org/wa</a> account and get real-time medical care from a clinician, 24/7, at no additional charge on most plans.
<b>Video visit</b>	Meet face-to-face with a Kaiser Permanente clinician by video for high-quality personalized care.
<b>E-visit</b>	Get an online diagnosis for common medical issues that don't need a physical exam.
<b>Email</b>	Send secure messages to your Kaiser Permanente care team for nonurgent issues.
<b>Manage your care</b>	Check benefits, refill prescriptions and have them mailed to your home, and access health resources. You can also use the Kaiser Permanente Washington mobile app for many of the features available online. Learn more at <a href="https://kp.org/wa/mobile">kp.org/wa/mobile</a> . <sup>4</sup>

### Call

<b>24/7 Consulting Nurse Service</b>	Call our nurse helpline for care advice 24/7.
<b>Phone appointment<sup>1</sup></b>	Make an appointment to talk to your doctor over the phone.

### Come in

<b>Doctor appointment</b>	Most Kaiser Permanente Washington medical facilities 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. <sup>1</sup> Several of our medical facilities offer walk-in care for minor health issues. No appointment needed.
<b>Urgent care</b>	Find in-network urgent care facilities in your area by searching urgent care at <a href="https://kp.org/wa/find-a-doctor">kp.org/wa/find-a-doctor</a> .



# 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.



## Care at Kaiser Permanente Washington 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.

Go to [kp.org/wa/locations](https://kp.org/wa/locations) to view our locations and hours.



## Finding the right providers and locations

Hop online or grab your smartphone to see all the providers and locations for your health plan. Go to [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) to search for doctors, facilities, pharmacies, hospitals, and more.

To find Kaiser Permanente locations in Washington state, go to [kp.org/wa/locations](https://kp.org/wa/locations).



## Care away from home

### If you get hurt or sick while traveling:

- You can get emergency care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.<sup>5</sup>
- Before accessing care at a Kaiser Permanente facility outside the Kaiser Permanente Washington service area, call Member Services to get a visiting member ID number.
- Our facilities are located in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Clark and Cowlitz counties in Washington state, and the District of Columbia.
- For help finding other plan providers, call Member Services.



# Our network 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 with whomever 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 medical 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 numerous hospitals and 16,000 practitioners<sup>6</sup> in the Core network, in addition to the clinicians at our own medical facilities.

For a complete list of participating network providers in your area, go to [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor).



# 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.

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## Tools and resources for good health

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### 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 will work for you. Also offered in Spanish.



### Emotional wellness resource

Get personalized programs for managing depression, stress, anxiety, and more with the myStrength app.



### 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](https://quitnow.net/kpwa) for details.



### Special rates for members

Our ChooseHealthy® program gives you access to a fitness center membership for just \$25 a month, plus a \$25 enrollment fee. Or get 25% off participating provider standard fees for acupuncture, chiropractic and naturopathy care, and therapeutic massage. See these and more discounts at [kp.org/wa/member-perks](https://kp.org/wa/member-perks).



### Wellness blog

Visit [kp.org/wa/health](https://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 taking prescription drugs. That's why we created a dedicated New Member Welcome Team to help you transition to Kaiser Permanente.

## Call our New Member Welcome Team at 1-888-844-4607.



### Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Call our New Member Welcome Team for help. Or register online and create an account at [kp.org/wa](https://kp.org/wa) to transfer your prescriptions yourself. 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/find-a-doctor](https://kp.org/wa/find-a-doctor) 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

Other questions about transitioning care? Give us a call at **1-888-844-4607**.

## Endnotes

- <sup>1</sup> When appropriate and available. These features are available when receiving care at Kaiser Permanente facilities.
- <sup>2</sup> NCQA (National Committee for Quality Assurance) Quality Compass® 2019 HEDIS® Scores. Quality Compass® and HEDIS® (Healthcare Effectiveness Data and Information Set) are registered trademarks of NCQA.
- <sup>3</sup> Based on 2018 eValue8 survey results. Top rated among the 6 health plans included in the survey. Health Plan Performance: eValue8™ 2018 Results, Washington Health Alliance, March 2019. View results at [www.wacommunitycheckup.org/highlights](http://www.wacommunitycheckup.org/highlights).
- <sup>4</sup> To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on [kp.org/wa](http://kp.org/wa).
- <sup>5</sup> 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 Evidence of Coverage.
- <sup>6</sup> Source: OIC Provider Network Form A.

## Already a member?

Manage your care online anytime at [kp.org/wa](http://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, scheduling routine appointments, and more.

## 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 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](http://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).

**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)៖** ប្រយ័ត្ន៖ បើសិនអ្នកនិយាយខ្មែរ, សេវាជំនួយផ្នែក យេមិនគិតល គឺចូលសំបុំបំណងអ្នក។ 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) ፡ ማስታወሻ፡** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚኒተለው 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).

**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।

**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: (711 / 1-800-833-6388).

**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):** ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄວນມີພ້ອມ ໃຫ້ທ່ານ. 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.

# Want to learn more?

Visit [kp.org/wa](https://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**

## Stay connected to good health

 [facebook.com/kaiserpermanentewashington](https://facebook.com/kaiserpermanentewashington)

 [@kpwashington](https://twitter.com/kpwashington)

 [@kp\\_washington](https://instagram.com/kp_washington)

 [youtube.com/kaiserpermanenteorg](https://youtube.com/kaiserpermanenteorg)



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