

# Welcome to Dual Choice PPO™

Get started with 3 easy steps



# Greetings

<Subscriber first name>, we're so glad to be your partner in health. We look forward to a long and healthy relationship with you.

This guide will walk you through the most important steps to getting care with your Dual Choice PPO™ plan. You'll have the flexibility to choose your provider each time you need care. And we're here to help you understand your options and make well-informed decisions.

By now, you should have received your ID card in the mail. It gives you access to medical care nationwide, contains useful phone numbers, and came with a sleeve to help you get care with network providers. If you haven't received it, just give us a call.

Take a few minutes now to read through this guide – and keep it handy for quick reference. For more information, visit [kp.org/choiceproducts/nw](https://kp.org/choiceproducts/nw), or you can always call us at **1-866-616-0047** (TTY 711).

## Welcome to Kaiser Permanente!

# Let's get started!

Making the most of your coverage takes only 3 simple steps.  
Ready to go?



## Step 1:

### Create your kp.org account..... 2

Let's get you plugged in to your online gateway to health – **kp.org**. There, you can view your plan information, manage your care from Kaiser Permanente providers, and so much more – from anywhere you are.



## Step 2:

### Get your prescriptions..... 3

We can help you transfer your prescriptions to Kaiser Permanente, so you can enjoy your plan's lowest out-of-pocket costs and the convenience of our pharmacy services.



## Step 3:

### Choose your doctor..... 4

Getting you connected with a doctor who suits your individual needs is a high priority. Choose from a wide range of doctors or even keep the one you have now.



### Getting care..... 6

Each time you need care, you can choose from in-network and out-of-network providers. Learn about your choices for care, what you can expect to pay, prior authorization, and claims.



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Choose how you get care – where, when, and how you want it.



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Get an overview of your resources for good health.



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# 1 Create your kp.org account

## Save time with our secure app<sup>1</sup> and website

If you haven't already, make sure to create your online account. Once you sign up, you can securely access time-saving tools and resources to help manage your health. You'll need your **medical record number** to create your account, which you can find on your Kaiser Permanente ID card.



You can also access your digital ID card with the Kaiser Permanente app.

## Online or on the app, stay on top of your health anytime, anywhere<sup>1</sup>

- View most lab test results.
- Fill and refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Manage a family member's health care.<sup>1</sup>



Teens, ages 13 to 17, can register for their own **kp.org** account.

Call **1-800-556-7677 (TTY 711)** to get a password and activate your account today.

### ➤ Get started – it's simple!

Create your account at **kp.org/register** or simply download and sign in to the **Kaiser Permanente app**.<sup>2</sup> You'll need your medical record number, which you can find on your ID card.

## Take care of your loved ones

Act for a Family Member helps you use available services on behalf of those you care for. When adding people to your family list, you can set up your and their legal and security permissions.

To add a family member or caregiver, sign in to your **kp.org** account and go to your profile and preferences to select Act for a Family Member to get started.



<sup>1</sup>Online features change when children reach age 13. Teens are entitled to additional privacy protection under state laws. When your child turns 13 years old, you will still be able to manage care for your teen, with modified access to certain features. <sup>2</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. These features are available when you get care from Kaiser Permanente facilities.



# 2 Get your prescriptions

## Here's how to get your prescriptions with us

### Have existing prescriptions?

In order to pay your Dual Choice PPO plan's lowest prescription drug costs, call us to schedule a pharmacy telephone consult. On the call, we'll gather your information and help make sure you're on the most appropriate medication, at the lowest cost available through your plan. If it makes sense, we'll help you transfer your prescriptions to a Kaiser Permanente pharmacy.

### Here's what you'll need

To transfer a prescription, please have the following information handy:

- Your Kaiser Permanente medical record number (found on your ID card)
- The name and telephone number of your current pharmacy
- The name and prescription number of your medication



### Question about your pharmacy benefits?

Call **1-866-616-0047 (TTY 711)**,  
Monday through Friday, 8 a.m. to 6 p.m.

For certain drugs, Kaiser Permanente requires the use of similar, alternative medications prior to coverage. See the Dual Choice PPO formulary for more information at [kp.org/formulary](https://www.kp.org/formulary).

### Picking up your medication

Each time you need a prescription, you can choose where to have it filled.<sup>1</sup> You have in-network coverage at Kaiser Permanente and MedImpact pharmacies.

At Kaiser Permanente medical office pharmacies, you'll pay the lowest out-of-pocket costs.

If it's more convenient, you can also have your prescriptions filled at any participating MedImpact network pharmacy. Common network pharmacies include:

- Costco
- Fred Meyer
- Rite Aid
- Safeway
- CVS
- Walgreens

To find a MedImpact network pharmacy, visit [kp.org/nw/medimpact](https://www.kp.org/nw/medimpact) or call **1-800-788-2949**.

There is no coverage for out-of-network pharmacies.

With the Kaiser Permanente mail-order pharmacy, you can have medications delivered to addresses within Oregon and Washington. There is no additional cost for shipping, and members may receive up to a 90-day supply for 2 copays. New and refill prescriptions qualify.

Visit [kp.org/pharmacy](https://www.kp.org/pharmacy) or download the Kaiser Permanente app<sup>2</sup> and sign in to manage your prescriptions.

To avoid delays, transfer all your prescriptions to Kaiser Permanente once your coverage begins. This will help ensure your prescriptions are available to be filled when needed.

<sup>1</sup>Some covered drugs may have additional requirements or limits on coverage, including quantity limits, age restrictions, prior authorization, or step therapy. <sup>2</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://www.kp.org).



# 3 Choose your doctor

## Select from a wide range of great doctors

With Dual Choice PPO, you can choose the doctor you want to see each time you need care. We encourage you to find a personal (primary care) doctor who can get to know you and your health needs and help coordinate your care.

Each time you need care, you can choose from the following provider options:

### In-network providers

In-network providers are Kaiser Permanente providers, affiliated providers, and PPO providers under various networks, based on the state where care is provided. Get care from top doctors in Kaiser Permanente medical offices throughout Oregon and Southwest Washington.

- Pay the lowest out-of-pocket costs.
- Schedule appointments, email your doctor, order new or refill prescriptions, and more – online or via the Kaiser Permanente app.
- At most locations, see a provider, plus get lab tests, X-rays, and prescriptions, all under one roof.

To find a Kaiser Permanente provider or facility near you, visit [kp.org](https://kp.org).

### FOR MEMBERS ENROLLED WITH OREGON EMPLOYERS

In addition to Kaiser Permanente providers, you can get care from **First Choice Health** providers in Oregon and Washington and **First Health Network** providers in California, Colorado, Georgia, Hawaii, Maryland, Virginia, and the District of Columbia. In all other states, you can visit **Cigna Healthcare<sup>SM</sup> PPO Network** providers.<sup>1</sup>

### FOR MEMBERS ENROLLED WITH WASHINGTON EMPLOYERS

In-network providers, including **First Choice Health** and **First Health Network**, offer you many ways to access care. You can get care from First Choice Health providers in Washington, Oregon, Alaska, Idaho, Montana, North Dakota, South Dakota, and Wyoming. You can get care from First Health Network in all remaining states.<sup>2</sup>

When using these providers, you don't have to select a personal doctor and you don't need a referral. Some services require prior authorization.



**Check your Kaiser Permanente ID card to see if you are enrolled with an Oregon or Washington employer.**

<sup>1</sup>The Cigna Healthcare<sup>SM</sup> PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Healthcare Intellectual Property, Inc. <sup>2</sup>First Health Network is only available outside the states in which First Choice Health operates.

## Enhanced benefits offer lower cost shares

Dual Choice PPO members have access to enhanced benefits (lower cost share) when getting certain covered services from designated network providers at Kaiser Permanente. Covered services include primary care, urgent care, specialty care, routine eye exam visits, and mental health and chemical dependency outpatient services. To find an enhanced provider, look for providers with an asterisk (\*) next to their name in the Dual Choice PPO Sapphire Provider Directory located at [kp.org/choiceproducts/nw](https://kp.org/choiceproducts/nw).

## Out-of-network providers

- Any other licensed provider

With Dual Choice PPO, if you already have doctors you like – and they aren't in-network – you can still see them. Out-of-pocket expenses are always higher except for Emergency and Ambulance services. Please refer to your plan coverage materials (EOC) to find a list of services that require prior authorization. Out-of-network providers may require you to file a claim for reimbursement if the provider doesn't file a claim for you. You may also be responsible for billed provider charges above the allowed limit covered by your plan.

### Choose online

Go to [kp.org](https://kp.org).

### Choose by phone

Call **1-866-616-0047** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m.







# Getting care

No matter what kind of care you need, we've got you covered

## Claims

When you receive care from in-network providers, you will not need to file any claims.

If you do need to file a claim (most likely when using an out-of-network provider), you can get a claim form by visiting [kp.org/choiceproducts/nw](https://kp.org/choiceproducts/nw) or calling Customer Service at **1-866-616-0047 (TTY 711)**.

## Prior authorization

Prior authorization helps ensure that care is medically necessary, cost effective, and the most appropriate treatment for your condition based on nationally recognized standards.

- **In-network providers:** In-network providers will obtain any necessary prior authorization on your behalf and will submit claim forms for you.
- **Out-of-network providers:** You are responsible for ensuring that your out-of-network provider has obtained necessary prior authorization. If an out-of-network provider recommends services that require prior authorization, you need to ask them to request prior authorization by calling us at **1-855-281-1840 (TTY 711)**. If you don't get prior authorization for services from out-of-network providers, you may be responsible for all costs.

Please note that if you don't get prior authorization for a service that requires it, your claim may be denied. If any service is denied, you have the right to appeal.

For a list of services that do not require prior authorization, please see the Kaiser Permanente Dual Choice PPO *Evidence of Coverage*. You can find this document under "My Documents" after signing in to [kp.org](https://kp.org).



## Your ID card

By now, you should have received your ID card. Bring this wherever you go to receive care or services. If you still need an ID card, call Customer Service at **1-866-616-0047 (TTY 711)**.

When using your card at in-network or out-of-network providers, tell the provider you have a PPO Plan with Kaiser Permanente that provides care and coverage outside of Kaiser Permanente. This includes access to participating in-network providers and out-of-network providers. Show your ID card to the provider. This will help answer questions by providing phone numbers, network logos, prior authorization, and claims billing information needed for your care.

## Lab tests, X-ray, and other imaging services

Visiting a doctor in a Kaiser Permanente medical office also gives you access at most locations to lab and X-ray services in the same building. A few locations also have MRI, CT, and other imaging services. You have access to lab, X-ray, and imaging services outside of Kaiser Permanente. To choose a PPO participating provider/facility, please visit [kp.org/choiceproducts/nw](https://kp.org/choiceproducts/nw). You may also choose a licensed nonparticipating provider/facility in the community for these services.





# Convenient ways to get care

You've got many ways to connect to quality care when and where it's most convenient for you and your family.

## Choose how you get care through Kaiser Permanente



### E-visits

Fill out a short questionnaire about your symptoms online and get a personalized treatment plan from a Kaiser Permanente doctor at no additional cost.



### Video

Want a convenient, secure way to see a doctor no matter where you are? Meet by computer, smartphone, or tablet.<sup>1,2</sup>



### Phone

Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with your care team.<sup>1,2</sup> [kp.org/appointments](https://kp.org/appointments)



### In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.



### 24/7 care and advice by phone

Call us for advice when you need it most. We'll help you determine what care is right for you, schedule appointments, and more.



### Email

Message your doctor's office anytime with nonurgent health questions.<sup>3</sup> You'll get a response usually within 2 business days, if not sooner.



### Prescription delivery

Use the Kaiser Permanente app to fill most prescriptions for delivery or same-day pickup. Most members get a 3-month supply of medication for the price of 2, and shipping is free.<sup>3</sup>



### Make the Kaiser Permanente app your total health timesaver.<sup>4</sup>

Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.<sup>1,5</sup> You can also keep up with your care at [kp.org](https://kp.org).

<sup>1</sup>When appropriate and available. <sup>2</sup>These features are available when you get care from Kaiser Permanente facilities. <sup>3</sup>Available on most prescription orders; additional fees may apply. For more information, contact the pharmacy. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org). <sup>4</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org). These features are available when you get care from Kaiser Permanente facilities. <sup>5</sup>These features are available when you get care from Kaiser Permanente facilities.



# Healthy resources

You have access to these value-added programs and resources at no cost, unless otherwise noted below. You can register online at [kp.org/register](https://kp.org/register) or on the Kaiser Permanente app.<sup>1</sup> You'll need your medical record number, which you can find on your Kaiser Permanente ID card.

## Sign up for healthy lifestyle programs



With our online wellness programs, you'll get advice, encouragement, and tools to help you create positive changes in your life. Our programs can help you lose weight, eat healthier, quit smoking, reduce stress, and manage ongoing conditions like diabetes or depression.

Start with a Total Health Assessment, a simple online survey to give you a complete look at your health. You can also share and discuss the results with your doctor. Visit [kp.org/healthylifestyles](https://kp.org/healthylifestyles).



## Get a wellness coach

If you need a little extra support, we offer Wellness Coaching by Phone. You'll work one-on-one with your personal coach to make a plan to help you reach your health goals. Visit [kp.org/wellnesscoach](https://kp.org/wellnesscoach).



## Join health classes

You can sign up for health classes and support groups. Classes may be virtual and/or vary at each location. Visit [kp.org/classes](https://kp.org/classes).

## More ways to help improve your total health<sup>2,3,4</sup>



### Calm

Use meditation and mindfulness to help build mental resilience, reduce stress, and improve your sleep.



### Headspace Care

Text one-on-one with an emotional support coach anytime, anywhere. Support is just a text message away.

Visit [kp.org/selfcareapps](https://kp.org/selfcareapps) for the most current app offerings and resources as well as helpful articles and activities to support emotional health.

The programs and resources described above are not covered under your health plan benefits and are not subject to the terms set forth in the *Evidence of Coverage* or other plan documents. Programs and resources are provided by third-party entities and may be discontinued at any time. If you would like additional information about these programs and resources, call Customer Service at 1-866-616-0047 (TTY 711).

<sup>1</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org). <sup>2</sup>Only available to Kaiser Permanente members with medical coverage. <sup>3</sup>Calm can be used by members 13 years and older. The Headspace Care app and services are not available to members under 18 years of age. <sup>4</sup>Calm and Headspace Care are not available to Kaiser Permanente Dental-only members. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. Eligible Kaiser Permanente members can text with a coach using the Headspace Care app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace Care app for the remainder of the year at no cost.



# Contact Kaiser Permanente

## Customer Service

Call us if you have questions, need information about eligibility, would like to verify your coverage, or want to confirm that a doctor, pharmacy, or urgent care center is in-network:

**1-866-616-0047 (TTY 711)**

Monday through Friday, 8 a.m. to 6 p.m.

You can also visit [kp.org/choiceproducts/nw](https://kp.org/choiceproducts/nw) for information.

Find more information about Kaiser Permanente benefits, availability, and restrictions and member rights and responsibilities at [kp.org/disclosures](https://kp.org/disclosures).

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## Kaiser Permanente Advice Line

To make an appointment or get 24/7 medical advice, call:

**1-800-813-2000 (TTY 711)**

# Notice

## Notice of your right to decline participation in genetic research

We may collect health information and biological samples from you as part of your care, and we may use these in future genetic research with certain protections to ensure your privacy. If you receive care in Oregon, state law gives you the right to tell us not to use your information or samples for genetic research. Your decision will not affect your care. To learn more about your choice or to decline participation, **visit [kp.org/disclosures](https://kp.org/disclosures)**.

# Information for your health care provider

Please provide a copy of this letter to any provider outside Kaiser Permanente.

## About Dual Choice PPO™

### INFORMATION FOR PROVIDERS

Kaiser Permanente offers enrolled members the opportunity to access covered services from any licensed community provider outside Kaiser Permanente.

Members are issued an identification card that includes their health record number and the logos for all approved network providers. The front of the member ID card indicates if the member is enrolled with an Oregon or Washington employer. The back of the member ID card provides information for claims and prior authorization.

### PRIOR AUTHORIZATION & MEDICAL CLAIMS

Some services may require medical prior authorization from Kaiser Foundation Health Plan:

**Cigna Healthcare<sup>SM</sup> PPO Network providers call:** 1-888-831-0761

(Members enrolled with an Oregon employer)

**All other providers call:** 1-855-281-1840

(Members enrolled with an Oregon or Washington employer)

For any questions about qualifying care, benefits, claims, or billing, please contact Kaiser Permanente Customer Service at **1-866-616-0047** or visit [kp.org/choiceproducts/nw](https://kp.org/choiceproducts/nw).

### FOR MEMBERS ENROLLED WITH AN OREGON EMPLOYER

Members can receive care from First Choice Health providers in Oregon and Washington and First Health Network providers in California, Colorado, Georgia, Hawaii, Maryland, Virginia, and District of Columbia. In all other states, members can visit Cigna Healthcare<sup>SM</sup> PPO Network providers.\*

### FOR MEMBERS ENROLLED WITH A WASHINGTON EMPLOYER

Members can receive care from First Choice Health providers in Washington, Oregon, Alaska, Idaho, Montana, North Dakota, South Dakota, and Wyoming. Members can get care from First Health Network providers in all remaining states.

### OUT-OF-NETWORK/NONPARTICIPATING PROVIDERS

(Members enrolled with Oregon and Washington employers)

Members may see any nonparticipating licensed provider using their out-of-network plan benefits.

\*The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Healthcare Intellectual Property, Inc.





## Notes

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## Nondiscrimination Notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call Member Services at **1-800-813-2000** (TTY: **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at: Member Relations Department, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232-2099, Phone: **1-800-813-2000** (TTY: **711**), Fax: **1-855-347-7239**.

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, Phone: 1-800-368-1019, TDD: 1-800-537-7697. Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

### **For Washington Members**

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 1-800-562-6900, or 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineServices/cc/pub/complaintinformation.aspx>.



## Help in Your Language

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000 (TTY: 711)**.

**አማርኛ (Amharic) ማሳሰቢያ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000 (TTY: 711)**.

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000 (TTY: 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**1-800-813-2000 (TTY: 711)**。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000 (TTY: 711)** تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000 (TTY: 711)**.

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-813-2000 (TTY: 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。**1-800-813-2000 (TTY: 711)** まで、お電話にてご連絡ください。

**ខ្មែរ (Khmer) ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000 (TTY: 711)**។

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000 (TTY: 711)** 번으로 전화해 주십시오.

**ລາວ (Laotian) ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ແຈ້ງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ **1-800-813-2000 (TTY: 711)**.

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000 (TTY: 711)**.

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000 (TTY: 711)** 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian) ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000 (TTY: 711)**.

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000 (TTY: 711)**.

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000 (TTY: 711)**.

**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-813-2000 (TTY: 711)**.

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000 (TTY: 711)**.

**Українська (Ukrainian) УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000 (TTY: 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 **1-800-813-2000 (TTY: 711)**.



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