


Get care and stay informed

As a Kaiser Permanente member, you have many choices for getting quality care – when, where, and how you need it. Staying healthy means staying on top of your regular health needs. Don't put off appointments for chronic health conditions, preventive care, screenings, or vaccinations. Get the care you need today.

 Register on the Kaiser Permanente app¹ or kp.org/registernow and start using the many time-saving features:²

- 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.³

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.

Care while traveling

No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.

Routine care at your fingertips

Use your kp.org account or the Kaiser Permanente app across the U.S. to get 24/7 care and advice from Kaiser Permanente clinicians by phone or video⁴ – usually at no cost.⁵

Urgent and emergency care anywhere in the world⁶

No matter where you get urgent or emergency care, you can file a claim for reimbursement. And at many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance – no need to file a claim.

- Cigna PPO Network providers⁷
- MinuteClinics, including pharmacies⁸
- Concentra clinics⁸

Support while you're away

Need help finding care or learning what's covered while you're away? Call the Away from Home Travel Line at **951-268-3900 (TTY 711)**⁹ or visit kp.org/travel.

Self-care apps for your everyday life

Explore apps that can benefit anyone – as self-guided self-care or complements to clinical support. They're not intended to replace treatment or advice, but they can help you build resilience, set goals, and take meaningful steps toward becoming a healthier, happier you.

NEW


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



- The number one app for sleep and meditation, Calm is designed to help lower stress, anxiety, and more.



- Build a personalized plan to strengthen your emotional health whenever, wherever you need to.

Visit kp.org/selfcareapps to learn more today.¹⁰

1. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. **2.** These features are available when you get care at Kaiser Permanente facilities. **3.** 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. **4.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. **5.** If you have an HSA-qualified deductible plan, you will need to pay the full charges for e-visits, phone visits, and video visits until you reach your deductible. Once you reach your deductible, your copay is \$0 for scheduled phone and video visits. **6.** If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. **7.** The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. The Cigna PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. **8.** MinuteClinic and Concentra payment experiences vary by plan. **9.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT. **10.** Only available to Kaiser Permanente members with medical coverage; myStrength[®] is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.



Connect to care with our online directories

Our medical directories and dental directories are available online at kp.org/directory/nw. View or download the directories when it is convenient for you. You can quickly search the directories for information, which can save you time.

Inside the *Medical Facility Directory* and *Dental Facility Directory*

You'll find addresses and phone numbers for our participating facilities and contact information for other services we offer. Your *Medical Facility Directory* also includes important information such as:

- How to get emergency care, urgent care, primary care, specialty care, mental health care, and care when you're traveling.
- How to use our pharmacy services.
- How to get the names, addresses, phone numbers, and specialties of our providers and how to choose or change your provider.
- Our privacy practices.
- Member and patient rights and responsibilities.
- Your right to an independent review after an appeal.
- Your right to get an explanation for the outcome of your utilization review.
- Our policy of **not** providing financial incentives to physicians for denying care to members.

For the most up-to-date list of the providers and facilities in the Added Choice PPO network, visit www.fchn.com/ProviderSearch/Kaiser for First Choice Health or www.myfirsthealth.com for First Health Network.

For the most up-to-date list of the providers in the Dual Choice PPO™ network, visit kp.org/dualchoice/nw for First Choice Health or First Health Network.

Find our health plan disclosures

In addition to the *Medical Facility Directory*, many of our health plan disclosures are available online as individual PDFs or as part of your *Evidence of Coverage*. Other health plan disclosures are available upon request by contacting Member Services. You may request a paper copy or alternate electronic copy of our disclosures from Member Services.

Disclosures on kp.org

These documents can be found at kp.org/disclosures:

- The prescription drug formulary process.
- A summary of how we work together with other health care coverage you may have (coordination of benefits).

- Provider compensation.
- Our quality monitoring and improvement program and provider credentialing.
- Newborns' Act.
- Women's Health and Cancer Rights Act (WHCRA).
- Contraceptive benefits flyer.
- Genetic Research Participation form.
- Breast Cancer Screening FAQ.
- Health Care Benefit Managers resource.
- Getting Care Away From Home flyer.
- Kaiser Permanente Benefits and Operating Procedures flyer.

Evidence of Coverage

If you are the main subscriber in your household, you may download your *Evidence of Coverage*. Just go to kp.org/document and sign on. Then click "Go to all coverage documents." Your *Evidence of Coverage* contains the following:

- The payment requirements of your health care coverage, including deductible, copayments, coinsurance, and out-of-pocket maximum.
- Description of covered benefits.
- How to get a referral to a specialist and how to get prior authorization.
- A list of services that require prior authorization.
- Access to hospitals and after-hours care.
- Exclusions, restrictions, and limitations under your health plan.
- How your plan coordinates benefits with other health coverage you may have.
- An explanation of the complaints, grievances, and appeals procedure.
- How to contact Claims Administration to submit claims for covered services.
- Your right to see nonparticipating providers at your own expense.
- Evaluation of new technology for inclusion as a covered benefit.

Request from Member Services

The following health plan disclosures are available only upon request from Member Services:

- Materials referred to in your *Evidence of Coverage*.
- Our clinical protocols and practice guidelines.
- Our utilization review criteria.
- Our financial status.
- Information on disease management programs.
- Information about our complex case management program.
- Annual reports on member satisfaction and National Committee for Quality Assurance accreditation scores.
- An annual accounting of all payments.

Request at a pharmacy

To see if a drug or supply is on our drug formulary, go online to [kp.org/formulary](https://www.kp.org/formulary). You may also call our Formulary Application Services Team (FAST) at **503-261-7900**. If you would like a copy of our drug formulary or additional information about the formulary process, please call Member Services.

How to contact Member Services

Member Services can take your call Monday through Friday, 8 a.m. to 6 p.m., at **1-800-813-2000**.

For TTY, call **711**, and for language interpretation services, call **1-800-324-8010**.

You can also email Member Services if you are a registered user on [kp.org](https://www.kp.org).

Other information

In addition, you may get information we have filed with the Oregon Department of Consumer and Business Services, as required under state law. Contact the department for information on:

- Our annual summary of grievances and appeals.
- Our annual summary of the utilization management program.
- Our annual summary of quality assurance activities.
- The results of publicly available accreditation surveys of our health plan.
- Our annual summary of health-promotion and disease-prevention activities.
- An annual summary of scope of network and accessibility of services.

To contact the Oregon Department of Consumer and Business Services, call 503-947-7984 (in Salem) or 1-888-877-4894. You can also email dfr.insurancehelp@oregon.gov or visit [oregon.gov/dcbs/insurance](https://www.oregon.gov/dcbs/insurance). The mailing address is:

Department of Consumer and Business Services
Insurance Division
Consumer Advocacy Unit
P.O. Box 14480
Salem, OR 97309-0405

To contact the Office of the Insurance Commissioner Washington State, call 360-725-7080 or 1-800-562-6900. Visit [insurance.wa.gov/contact-information-insurance-consumers](https://www.insurance.wa.gov/contact-information-insurance-consumers) for more information. The mailing address is:

Office of the Insurance Commissioner Washington State
5000 Capitol Blvd. SE
Tumwater, WA 98501

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.

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) ማሰታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት 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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ 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, ໂດຍບໍ່ເສັງຄ່າ, 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**).

Important Plan Information



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Kaiser Foundation Health Plan of the Northwest
500 NE Multnomah St., Suite 100
Portland, OR 97232



Find your nearest medical or dental office at kp.org/locations or view directories at kp.org/directory/nw.

If you prefer to receive a printed copy of the *Medical Facility Directory* or *Dental Facility Directory*, please call Kaiser Permanente Member Services at **1-800-813-2000 (TTY 711)**.

Register on kp.org to receive future annual newsletters electronically.

