Welcome to Kaiser Permanente

Get started in 3 easy steps

kp.org/newmember

KAISER PERMANENTE®

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All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

Welcome,
<subscriber name>

Get started in 3 easy steps

Complete all 3 by visiting **kp.org/newmember** or by calling our New Member Entry Desk at **1-888-491-1124** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m.

For help in your language, you may request language assistance at no cost to you by calling our Member Services (see phone numbers on inside back cover).

Please refer to your *Evidence of Coverage (EOC)* for more details on your plan or for specific limitations and exclusions.

Kaiser Permanente is an HMO and HMO-POS plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.

Step 1

Create your online account

Go to **kp.org/newmember** or use the Kaiser Permanente app.

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 manage your health. You'll need your **medical record number** to create your account, which you can find on your member ID card.

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

Online or on the app, stay on top of your health anytime, anywhere*

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Manage a family member's health care

Step 2

Choose your Kaiser Permanente doctor

Go to **kp.org/newmember** or call us at **1-888-491-1124** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m.

Select a convenient facility, then browse doctor profiles by gender, languages spoken, and more to find the right one for you.

Each covered family member may choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)
- Obstetrics-gynecology

Women 18 and older can choose an ob-gyn as well as a personal doctor.

*These features are available when you get care from Kaiser Permanente facilities.

Step 3

Get prescriptions

Go to **kp.org/newmember** and follow the steps to transition your prescriptions or call us at **1-888-491-1124** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m.

You have options to help transition your prescriptions to a Kaiser Permanente pharmacy near you. Since this transition can take 2 or more business days, make sure to contact us before your first appointment or before you need a refill.

Get prescriptions by mail

Once you've transitioned your prescriptions, you can sign in to your online account and click "Pharmacy" to order refills.

For certain prescriptions, you can get refills delivered to you, usually within 3 to 5 days, through our mail-order pharmacy. Delivery is available at no extra cost. And at most of our facilities, many services are often under one roof, making it easier to see your doctor and pick up prescriptions – all in one trip.

Resources for healthy living*

- Go to **kp.org/selfcareapps** to learn about Calm and Headspace Care, two self-care apps available at no cost to adult members. They're just some of the many health and wellness resources to help keep you informed, inspired, and feeling your best.
- For additional resources, including wellness coaching, health education classes, and more, go to **kp.org/centerforhealthyliving**.

*The services described are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.

Get the care that meets your needs

You've got many ways to connect to quality care when and where it's most convenient for you and your family. Visit **kp.org/getcare** to learn more.

Schedule an appointment

Call us at **1-800-813-2000** (TTY **711**), 24/7, to make an appointment or get medical advice. You can also schedule routine appointments by signing in to your online account from your computer or the Kaiser Permanente app.[1]

Advice:

Email your care team: Message your doctor's office anytime with nonurgent health questions.[2]

24/7 nurse advice: Talk with a registered nurse day or night for advice, prescription refills, and more.

Routine care:

Video visits: Meet face-to-face with a clinician by video, straight from your smartphone, tablet, or computer.[2,3,4]

Phone appointments: Talk with a clinician over the phone for the same high-quality care as an in-person visit.[2,3,4]

In person: Most locations offer many services under one roof to help you save time with a single trip.

Same- and next-day care options:

E-visits: Complete an online questionnaire and promptly receive a treatment plan or advice from a Kaiser Permanente doctor, including most prescriptions if needed.

Get care now: Talk to a clinician 24/7, by video or phone, for quality care when you need it – no appointment needed.

Urgent care: Visit a walk-in clinic if you have a condition that requires prompt medical attention (usually within 1 or 2 days) but is not an emergency.[5] Open 7 days a week, weekends, and holidays.

Emergency care: If you ever need emergency care, you're covered – anywhere, anytime.[6] You can get care at any Kaiser Permanente hospital or any other hospital emergency department.

Seeing a specialist

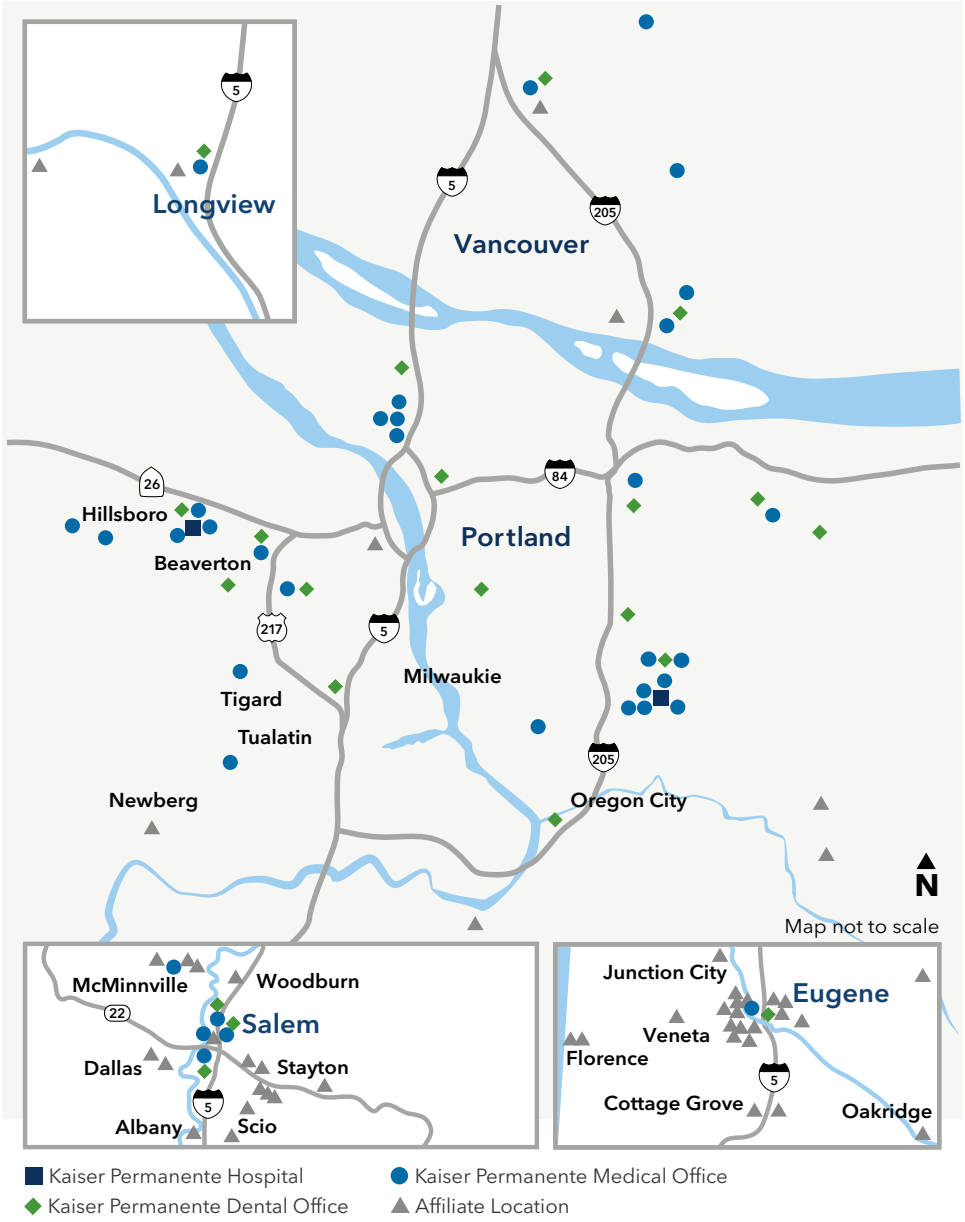
You don't need a referral for obstetrics-gynecology, optometry, mental health services, or treatment for substance use disorders. For other types of specialty care, your doctor will refer you.

If you believe you have an emergency medical condition, call **911** or go to the nearest hospital.

[1]To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. [2]These features apply to care you get at Kaiser Permanente facilities. [3]When appropriate and available. [4]If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. [5]An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. [6]If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage (EOC)* or other coverage documents.

Where to find care

We provide quality care to more than 600,000 members in Oregon and Southwest Washington. Our service area extends from Eugene, Oregon, to Longview, Washington, and includes medical offices, dental offices, Vision Essentials by Kaiser Permanente optical retail locations, urgent care clinics, and hospitals. We also have a network of affiliated providers for routine, urgent, or emergency care.



Get care now

Choose from convenient options, like 24/7 phone and video visits or an e-visit, and find the care you need, when and where you need it.*

kp.org/getcare

Facility information current as of September 2024.

Go to **kp.org/locations** to see all our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000** (TTY **711**).

*When appropriate and available. These features are available when you get care at Kaiser Permanente facilities. For high deductible health plan members, e-visits, phone visits, and video appointments are subject to your plan's annual deductible. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. Applicable cost shares will apply for services or items ordered during an e-visit.

Where to find care

Advantage Plus offers optional supplemental benefits that can enhance your overall health and well-being by providing dental, hearing aid, and eyewear coverage.

If you haven't enrolled in Advantage Plus and would like to learn more and how to enroll, visit **kp.org/advantageplus** or scan the QR code.

Dental

With Kaiser Permanente's coordinated medical and dental care and coverage, it can be simpler to take care of your total health. Our skilled dentists, convenient dental locations, and quality services will help make you smile.

Learn more at **kp.org/dental/nw**.

Vision Essentials by Kaiser Permanente

Our optometrists, ophthalmologists, and opticians work together within our integrated care delivery system and are able to connect to our larger team of medical professionals and services.

Learn more at **kp.org/locations**.

Pharmacy

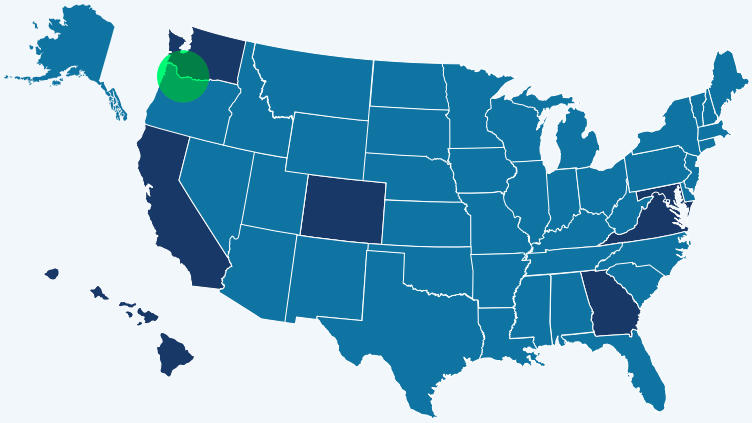
Most of our Kaiser Permanente medical offices include pharmacy services. You also have the option of using our mail-order pharmacy service to fill and refill most prescriptions.

Affiliated Providers

Kaiser Permanente health plans include access to affiliated providers for primary and specialty care.

When you travel

Our Medicare health plans include multiple services that you can utilize outside of the service area. For full details on travel coverage, see your *Evidence of Coverage (EOC).*



YOUR REGION
NW Oregon and SW Washington

CARE AWAY FROM HOME
(receiving care in another Kaiser Permanente region)
CA, CO, DC, GA, HI, MD, VA, WA

MEDICARE EXPLORER BY KAISER PERMANENTE

Urgent and emergency care

Call **911** if you are experiencing an emergency. You are covered worldwide for urgent and emergency care as needed when you join a Kaiser Permanente Medicare health plan. Go to the nearest urgent care or emergency facility, including CVS MinuteClinic and Concentra Urgent Care[1] locations outside of states where Kaiser Permanente operates.

Care in other Kaiser Permanente service areas

You can get most of the same services you would in your home area when visiting another Kaiser Permanente service area. You can get these services if they're provided or referred by a Kaiser Permanente doctor in the area you're visiting. Please call Member Services or our Away from Home Travel Line at **1-951-268-3900** (TTY **711**)[2] (24 hours a day, 7 days a week except holidays) for more information about getting care when visiting another Kaiser Permanente service area, which includes all or parts of California, Colorado, Georgia, Hawaii, Maryland, Virginia, Washington, D.C., and the state of Washington. See your *Evidence of Coverage* for more details.

Medicare Explorer by Kaiser Permanente

Kaiser Permanente Medicare health plans include Medicare Explorer,[3] an annual allowance for out-of-area routine and continuing care. Your allowance could be used for office visits, labs, X-rays, physical therapy, individual or group therapy, and more.

For more information on using Medicare Explorer by Kaiser Permanente including provider network and submitting a claim, scan the QR code.

The website and our travel team will help you:

- Learn how to refill an eligible prescription early or away from home
- Learn about out-of-area dependent care
- Find care in a Kaiser Permanente region
- File a claim for reimbursement when you're back

Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900** for 24/7 travel support anytime, anywhere.[4]

[1]If you get care at a CVS MinuteClinic® or Concentra Urgent Care in states without Kaiser Permanente, you'll be charged your standard copay or coinsurance. If you get urgent care at a CVS MinuteClinic®, Concentra Urgent Care, or any other urgent care facility in a state with Kaiser Permanente providers, you'll be asked to pay up front for services you receive and will need to file a claim for reimbursement. [2]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. [3]Members are responsible for any charged amounts for covered services that exceed the annual allowance maximum of $1,200. Coverage limited to within the United States and its territories. [4]This number can be dialed from 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 cannot 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.

Notes

Notice of Nondiscrimination

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, **1-800-368-1019**, **1-800-537-7697 (TDD)**. 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**.

KAISER PERMANENTE®

60576526_ACA_1557_MarCom_NW_2024_Taglines

Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-877-221-8221** (TTY **711**). Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-877-221-8221** (TTY **711**). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑 问。如果您需要此翻译服务，请致电 **1-877-221-8221** (TTY **711**)。我们的中文工作人员很乐意帮助您。 这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯 服務。如需翻譯服務，請致電 **1-877-221-8221** (TTY **711**)。我們講中文的人員將樂意為您提供幫助。這 是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-877-221-8221** (TTY **711**). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-877-221-8221** (TTY **711**). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quí vị cần thông dịch viên xin gọi **1-877-221-8221** (TTY **711**). sẽ có nhân viên nói tiếng Việt giúp đỡ quí vị. Đây là dịch vụ miễn phí .

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-877-221-8221** (TTY **711**). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-877-221-8221** (TTY **711**). 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-877-221-8221** (TTY **711**). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على (TTY **711**) **1-877-221-8221**. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें **1-877-221-8221** (TTY **711**) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1-877-221-8221** (TTY **711**). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1-877-221-8221** (TTY **711**). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-877-221-8221** (TTY **711**). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1-877-221-8221** (TTY **711**). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがありますございます。通訳をご用命になるには、**1-877-221-8221** (TTY **711**). にお電話ください。日本語を話す人 者 が支援いたします。これは無料のサー ビスです。

Important member information

Member Services

Call us at **1-877-221-8221** (TTY **711**), from 8 a.m. to 8 p.m., 7 days a week, with questions about your benefits and coverage or to request a copy of your *Evidence of Coverage (EOC)* or other documents.

Helpful Resources

For additional resources like your *Evidence of Coverage,* provider directories, and more, visit **kp.org/eoc/nw**.

KAISER PERMANENTE®

INDICIA
FPO

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

<Recipient Name>
<Address>

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