



# Virtual Complete plans

## Where care and convenience go hand in hand

Health happens everywhere, all the time. And now, your health care does, too. With a Virtual Complete™ plan, you can get high-quality, personalized care when and where it works best.

From care over the phone or online to in-person doctor visits, we're here however you need us. You'll meet with a doctor on your Kaiser Permanente care team, not a disconnected, third-party provider. And since your care team is all connected, they can see and update your health record in real time and coordinate any additional care you might need. Because your records are seamlessly shared between doctors, there's no need to transfer or carry them to other providers.

**Learn more** about our plans and benefits and get a quote at [buykp.org](https://buykp.org). Or call **1-800-494-5314** (TTY 711) to talk to an enrollment specialist.

### How it works and what you'll pay<sup>1,2</sup>



#### **\$0 virtual care**

Care by video, phone, e-visits, chat, and email



#### **Predictable costs on common services**

- Copay for first 2-3 in-person primary care visits<sup>3</sup>
- \$0 preventive care visits
- Copay for generic medication, plus standard delivery at no cost

#### **Full cost for other services until you meet your deductible**

After that, you'll only pay a copay or coinsurance.



(continued from front)

## When it comes to getting care, Virtual Complete gives you options

With up-front savings on in-person office visits and unlimited \$0 virtual care, you can get consistent care without paying for most of your visits. So you can save time and money. And it's all seamlessly connected through your electronic health record.



## Manage your health all in one place with the Kaiser Permanente app or kp.org

- Email your doctor's office with nonurgent questions.
- Schedule routine appointments.
- View your medical history, including most lab results and past visit information.
- Fill or refill most prescriptions and get them delivered at no extra cost.<sup>4</sup>
- Pay bills.
- Get care with a video visit or e-visit.<sup>1</sup>

## Take advantage of no-cost wellness resources<sup>5</sup>

### CLASSPASS

Get special rates on thousands of on-demand fitness videos from fitness industry leader **ClassPass**.



Get daily support for improving and maintaining your well-being with the **myStrength** app.<sup>6</sup>



Ease your mind with **Calm**, the #1 app for sleep, meditation, and relaxation.

1. When appropriate and available. 2. If you travel out of state, virtual care may not be available in some states due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. 3. Number of in-person visits at copay varies depending on plan. 4. Some exclusions apply. For more information, please call **1-800-494-5314 (TTY 711)**. 5. The services 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. 6. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.