# KAISER PERMANENTE®: KP GA Silver 3500/35/73% CSR

The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage see https://kp.org/plandocuments or call 1-888-865-5813 (TTY: 711). For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms, see the Glossary. You can view the Glossary at www.healthcare.gov/sbc-glossary/ or call

1-888-865-5813 (TTY: 711) to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall deductible?	\$3,500 Individual / \$7,000 Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. Preventive care and services indicated in chart starting on page 2.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> limit for this <u>plan</u> ?	\$6,700 Individual / \$13,400 Family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, cost sharing for non-EHBs, and health care this plan does not cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> <u>limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>www.kp.org</u> or call 1-888-865-5813 (TTY: 711) for a list of <u>network providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the provider's charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	Yes, but you may self-refer to certain specialists.	This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

Common Medical Event	Services You May Need	What You Will Pay Plan Provider (You will pay the least)	What You Will Pay Non-Plan Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$35 / visit, <u>deductible</u> does not apply	Not covered	None
	<u>Specialist</u> visit	\$65 / visit, <u>deductible</u> does not apply	Not covered	None
	Preventive care/ screening/ immunization	No charge, <u>deductible</u> does not apply	Not covered	You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services you need are <u>preventive</u> . Then check what your <u>plan</u> will pay for.
If you have a test	Diagnostic test (x- ray, blood work)	30% coinsurance	Not covered	None
	Imaging (CT/PET scans, MRI's)	30% coinsurance	Not covered	None

Common Medical Event	Services You May Need (You will pay the least)		What You Will Pay Non-Plan Provider (You will pay the most)	Limitations, Exceptions & Other Important Information	
If you need drugs to	Generic drugs	Retail: \$15 / prescription, deductible does not apply. <u>Network</u> pharmacy: \$25 / prescription, deductible does not apply; Mail Order: \$30 / prescription, deductible does not apply	Not covered	Up to a 30-day supply (retail & <u>network</u> pharmacies); up to a 90-day supply (mail order). <u>Network</u> Pharmacies limited to one time fill. No charge for contraceptives, <u>deductible</u> does not apply. Subject to <u>formulary</u> guidelines.	
treat your illness or condition More information	Preferred brand drugs	Retail: \$45 / <u>prescription;</u> <u>Network</u> pharmacy: \$55 / <u>prescription;</u> Mail Order: \$90 / <u>prescription</u>	Not covered	Up to a 30-day supply (retail & <u>network</u> pharmacies); up to a 90-day supply (mail order). <u>Network</u> Pharmacies limited to one time fill. Subject to <u>formulary</u> guidelines.	
about <u>prescription</u> <u>drug coverage</u> is available at <u>www.kp.org/formulary</u>	Non-preferred brand drugs	50% coinsurance	Not covered	Up to a 30-day supply (retail and <u>network</u> pharmacies); up to a 90-day supply (mail order). <u>Network</u> Pharmacies limited to one time fill. Subject to <u>formulary</u> guidelines, when approved through the exception process.	
	Specialty drugs	50% coinsurance	Not covered	Up to a 30-day supply (retail and <u>network</u> pharmacies). <u>Network</u> Pharmacies limited to one time fill. Subject to <u>formulary</u> guidelines, when approved through the exception process.	
If you have	Facility fee (e.g., ambulatory surgery center)	30% coinsurance	Not covered	None	
outpatient surgery	Physician/surgeon fees	30% coinsurance	Not covered	None	
If you need immediate medical attention	Emergency room care	30% coinsurance	30% coinsurance	None	
	Emergency medical transportation	30% coinsurance	30% coinsurance	None	
	Urgent care	\$65 / visit, <u>deductible</u> does not apply	\$65 / visit, <u>deductible</u> does not apply	Non-plan providers are not covered inside the service area	

Common Medical Event	Services You May Need	What You Will Pay Plan Provider (You will pay the least)	What You Will Pay Non-Plan Provider (You will pay the most)	Limitations, Exceptions & Other Important Information	
lf you have a	Facility fee (e.g., hospital room)	30% coinsurance	Not covered	Prior authorization required.	
hospital stay	Physician/surgeon fee	30% coinsurance	Not covered	Prior authorization required.	
If you need mental health, behavioral health, or substance	Outpatient services	\$35 / individual visit, <u>deductible</u> does not apply; \$17 / group visit, <u>deductible</u> does not apply	Not covered	None	
abuse services	Inpatient services	30% coinsurance	Not covered	Prior authorization required.	
	Office visits	30% coinsurance	Not covered	Cost sharing does not apply for preventive services. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)	
If you are pregnant	Childbirth/delivery professional services	30% coinsurance	Not covered	None	
	Childbirth/delivery facility services	30% coinsurance	Not covered	None	
If you need help recovering or have other special health needs	Home health care	No charge, <u>deductible</u> does not apply	Not covered	Limit of 120 visits per calendar year - Part Time or Interim Private Duty Nurse Not covered.	
	Rehabilitation services	Inpatient: 30% <u>coinsurance;</u> Outpatient: \$65 / visit, <u>deductible</u> does not apply	Not covered	Inpatient: Prior authorization required; Outpatient: Physical and Occupational Therapy limited to 40 visits combined. Speech Therapy limited to 40 visits.	
	Habilitation services	\$65 / visit, <u>deductible</u> does not apply	Not covered	Physical and Occupational Therapy limited to 40 visits combined. Speech Therapy limited to 40 visits.	
	Skilled nursing care	30% coinsurance	Not covered	Prior authorization required. Limit of 150 days per calendar year.	
	Durable medical equipment	30% coinsurance	Not covered	Prior authorization required.	
	Hospice service	No charge, <u>deductible</u> does not apply	Not covered	Prior authorization required.	

Common Medical Event	Services You May Need	What You Will Pay Plan Provider (You will pay the least)	What You Will Pay Non-Plan Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
	Children's eye exam	\$35 / visit, <u>deductible</u> does not apply	Not covered	1 exam per calendar year
dental of eye care	Children's glasses	No charge, <u>deductible</u> does not apply	Not covered	Limited to one pair of glasses per year with selection from collection frames.
	Children's dental check-up	Not covered	Not covered	None

#### Excluded Services & Other Covered Services:

<ul> <li>Abortion</li> </ul>	<ul> <li>Dental Care (Adult &amp; Child)</li> </ul>	<ul> <li>Non-Emergency Care when Traveling</li> </ul>
Acupuncture	<ul> <li>Hearing Aids</li> </ul>	Outside the U.S.
<ul> <li>Bariatric Surgery</li> </ul>	<ul> <li>Infertility Treatment</li> </ul>	<ul> <li>Private-Duty Nursing</li> </ul>
<ul> <li>Cosmetic Surgery</li> </ul>	<ul> <li>Long-Term Care</li> </ul>	<ul> <li>Routine Foot Care</li> </ul>
5 ,	5	<ul> <li>Weight Loss Programs</li> </ul>

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Chiropractic Care (20 visits limit / year. Spinal Manipulation only)
- Routine Eye Care with limits (Adult)

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is shown in the chart below. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information on how to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact the agency in the chart below.

#### Contact Information for Your Rights to Continue Coverage & Your Grievance and Appeals Rights:

Kaiser Permanente Member Services	1-888-865-5813 (TTY: 711) or www.kp.org/memberservices
Georgia Department of Insurance	1-800-656-2298 or <u>www.oci.ga.gov/</u>

#### Does this plan provide Minimum Essential Coverage? Yes.

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

Does this plan meet the Minimum Value Standards? Not Applicable.

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

#### Language Access Services:

SPANISH (Español): Para obtener asistencia en Español, llame al 1-888-865-5813 (TTY: 711) TAGALOG (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-865-5813 (TTY: 711) TRADITIONAL CHINESE (中文): 如果需要中文的帮助,请拨打这个号码 1-888-865-5813 (TTY: 711) PENNSYLVANIA DUTCH (Deitsch): Fer Hilf griege in Deitsch, ruf 1-888-865-5813 (TTY: 711) uff NAVAJO (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-888-865-5813 (TTY: 711) SAMOAN (Gagana Samoa): Mo se fesoasoani i le Gagana Samoa, vala'au mai i le numera telefoni 1-888-865-5813 (TTY: 711) CAROLINIAN (Kapasal Falawasch): ngere aukke ghut alillis reel kapasal Falawasch au fafaingi tilifon ye 1-888-865-5813 (TTY: 711) CHAMORRO (Chamoru): Para un ma ayuda gi finu Chamoru, a'gang 1-888-865-5813 (TTY: 711)

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.

#### About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

<b>Peg is Having a Baby</b> (9 months of in-network pre-natal care and a hosp delivery)	Managing Joe's Type 2 Diabetes al (a year of routine in-network care of a well-controllec condition)	<b>Mia's Simple Fracture</b> (in-network emergency room visit and follow up care)	
Specialist copayment\$Hospital (facility) coinsurance3	5 Specialist copayment \$65	Hospital (facility) <u>coinsurance</u> 30%	
This EXAMPLE event includes services like: <u>Specialist</u> office visits ( <i>prenatal care</i> ) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> ( <i>ultrasounds and blood work</i> ) <u>Specialist</u> visit ( <i>anesthesia</i> )	This EXAMPLE event includes services like: Primary care physician office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter)	This EXAMPLE event includes services like: Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)	

Total Example Cost	\$12,700	Total Example Cost	\$5,600	Total Example Cost	\$2,800
In this example, Peg would pay:		In this example, Joe would pay:		In this example, Mia would pay:	
Cost Sharing		Cost Sharing		Cost Sharing	
Deductibles	\$3,500	Deductibles	\$3,200	Deductibles	\$2,200
Copayments	\$10	Copayments	\$900	Copayments	\$300
Coinsurance	\$2,700	Coinsurance	\$0	Coinsurance	\$0
What isn't covered		What isn't covered		What isn't covered	
Limits or exclusions	\$50	Limits or exclusions	\$0	Limits or exclusions	\$0
The total Peg would pay is	\$6,260	The total Joe would pay is	\$4,100	The total Mia would pay is	\$2,500

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.

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### NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. 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 1-888-865-5813 (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, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.

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 http://www.hhs.gov/ocr/office/file/index.html.

## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-888-865-5813** (TTY: **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናንሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**).

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: 171) تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY : **711**).

إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. : (Arabic)ملحوظة العربية التحريبة التصل برقم Arabic) 1-888-865-5813).

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 1-888-865-5813 (TTY: 711)。

**Português (Portuguese) ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-865-5813 (TTY: 711).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

ગજુરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-865-5813 (TTY: 711).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-865-5813 (TTY: 711) पर कॉल करें।

**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。**1-888-865-5813**(TTY:**711**)まで、お電話にてご連絡ください。

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료 로 이용하실 수 있습니다. **1-888-865-5813 (TTY: 711)**번으로 전화해 주십시 오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'dę́é', ťáá jiik'eh, éí ná hóló, koji̯' hódíílnih 1-888-865-5813 (TTY: 711). **Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (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 **1-888-865-5813** (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 **1-888-865-5813** (TTY: **711**).