




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 1-800-966-5955 (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/](http://www.healthcare.gov/sbc-glossary/) or call 1-800-966-5955 (TTY: 711) to request a copy.

| Important Questions   | Answers  | Why this Matters:   |
|---|--|---|
| <b>What is the overall <a href="#">deductible</a>?</b>                                | KP: \$0<br>Non-KP: Individual \$100 / Individual + Family \$300  | Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .  |
| <b>Are there services covered before you meet your <a href="#">deductible</a>?</b>    | Yes. <a href="#">Preventive care</a> and services indicated in chart starting on page 2  | This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> . |
| <b>Are there other <a href="#">deductibles</a> for specific services?</b>             | No.  | You don't have to meet <a href="#">deductible</a> for specific services.  |
| <b>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</b> | KP: \$2,000 Individual / \$4,000 Family<br>Non-KP: \$2,000 Individual / \$6,000 Family<br>\$2,350 Individual / \$4,700 Family (Prescription).  | The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limit</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.  |
| <b>What is not included in the <a href="#">out-of-pocket limit</a>?</b>               | <a href="#">Premiums</a> , precertification penalties, balance-billing charges, health care this <a href="#">plan</a> doesn't cover, and services indicated in chart starting on page 2. | Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .   |

| Important Questions  | Answers   | Why this Matters:   |
|--|---|---|
| Will you pay less if you use a <a href="#">network provider</a> ?            | Yes. See <a href="http://www.kp.org">www.kp.org</a> or call 1-800-966-5955 (TTY: 711) for a list of <a href="#">network providers</a> . | You pay the least if you use a <a href="#">provider</a> in the Kaiser Permanente network. You pay more if you use a <a href="#">provider</a> in the <a href="#">participating provider</a> network. You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the provider's charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services. |
| Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ? | Yes (to be covered at the <a href="#">plan provider</a> level), but you may self-refer to certain <a href="#">specialists</a> .         | This <a href="#">plan</a> will pay some or all of the costs to see a <a href="#">specialist</a> for covered services but only if you have a <a href="#">referral</a> before you see the <a href="#">specialist</a> .  |

 All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event   | Services You May Need                                  | What You Will Pay Plan Provider (You will pay the least) | What You Will Pay Contracted Provider (You will pay more) | What You Will Pay Non-contracted Provider (You will pay the most) | Limitations, Exceptions & Other Important Information   |
|--|--|--|---|---|---|
| If you visit a health care <a href="#">provider's office</a> or clinic | Primary care visit to treat an injury or illness       | \$20/visit   | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | None  |
|  | <a href="#">Specialist</a> visit                       | \$20/visit   | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | None  |
|  | <a href="#">Preventive care/screening/immunization</a> | No Charge  | No Charge, <a href="#">deductible</a> does not apply      | No Charge, <a href="#">deductible</a> does not apply              | You may have to pay for services that aren't <a href="#">preventive</a> . Ask your <a href="#">provider</a> if the services needed are <a href="#">preventive</a> . Then check what your <a href="#">plan</a> will pay for. |
| If you have a test   | <a href="#">Diagnostic test</a> (x-ray, blood work)    | Lab: \$10/day (basic); \$10/day (basic)                  | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | 20% <a href="#">coinsurance</a> (specialty)   |
|  | Imaging (CT/PET scans, MRI's)                          | 20% <a href="#">coinsurance</a>                          | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | Non-KP: Precertification required for CON and NonCON <a href="#">providers</a> . Failure to precertify may result in a penalty up to \$300 per occurrence.  |

| Common Medical Event  | Services You May Need                          | What You Will Pay Plan Provider (You will pay the least)   | What You Will Pay Contracted Provider (You will pay more)                                     | What You Will Pay Non-contracted Provider (You will pay the most) | Limitations, Exceptions & Other Important Information  |
|---|--|--|---|---|--|
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="http://www.kp.org/formulary">prescription drug coverage</a> is available at <a href="http://www.kp.org/formulary">www.kp.org/formulary</a> | Generic drugs                                  | \$10 retail; \$20 mail order/ <a href="#">prescription</a> | 20% <a href="#">coinsurance</a> , but not less than \$10 retail                               | Not Covered   | KP: \$3 Maintenance Generic. Up to 30-day (retail) or 90-day (mail order). No charge contraceptives in accordance with <a href="#">formulary</a> guidelines. Certain drugs may be covered at a different cost share. Non-KP: No charge for contraceptives per PPACA up to the <a href="#">allowed amount</a> . Not available through mail order. |
|   | Preferred brand drugs                          | \$45 retail; \$90 mail order/ <a href="#">prescription</a> | 20% <a href="#">coinsurance</a> , but not less than \$45 retail                               | Not Covered   | KP: Up to 30-day (retail) or 90-day (mail order). No charge contraceptives in accordance with <a href="#">formulary</a> guidelines. Certain drugs may be covered at a different cost share. Non-KP: No charge for contraceptives per PPACA up to the <a href="#">allowed amount</a> . Not available through mail order.                          |
|   | Non-preferred brand drugs                      | \$45 retail; \$90 mail order/ <a href="#">prescription</a> | 20% <a href="#">coinsurance</a> , but not less than \$45 retail                               | Not Covered   | KP: Up to 30-day (retail) or 90-day (mail order). No charge contraceptives in accordance with <a href="#">formulary</a> guidelines. Certain drugs may be covered at a different cost share. Non-KP: No charge for contraceptives per PPACA up to the <a href="#">allowed amount</a> . Not available through mail order.                          |
|   | <a href="#">Specialty drugs</a>                | \$200 retail <a href="#">prescription</a>                  | 20% <a href="#">coinsurance</a> , but not less than \$200 retail <a href="#">prescription</a> | Not Covered   | KP: Up to a 30-day retail. No charge for contraceptives in accordance with <a href="#">formulary</a> guidelines. Certain drugs may be covered at a different cost share. Non-KP: Not available through mail order.   |
| <b>If you have outpatient surgery</b>   | Facility fee (e.g., ambulatory surgery center) | 10% <a href="#">coinsurance</a>                            | 20% <a href="#">coinsurance</a> of contracted rate  | 20% <a href="#">coinsurance</a> of allowable charge               | Non-KP: Precertification required for CON and NonCON. Failure to precertify may result in a penalty up to \$300 per occurrence.  |
|   | Physician/surgeon fees                         | 10% <a href="#">coinsurance</a>                            | 20% <a href="#">coinsurance</a> of contracted rate  | 20% <a href="#">coinsurance</a> of allowable charge               | Non-KP: Precertification required for CON and NonCON. Failure to precertify may result in a penalty up to \$300 per occurrence.  |

| Common Medical Event  | Services You May Need                            | What You Will Pay Plan Provider (You will pay the least) | What You Will Pay Contracted Provider (You will pay more) | What You Will Pay Non-contracted Provider (You will pay the most) | Limitations, Exceptions & Other Important Information  |
|---|--|--|---|---|--|
| If you need immediate medical attention                                   | <a href="#">Emergency room care</a>              | 20% <a href="#">coinsurance</a>                          | 20% <a href="#">coinsurance</a>                           | 20% <a href="#">coinsurance</a>                                   | Must notify KP within 48 hours if admitted to a <a href="#">non plan provider</a> ; Limited to initial emergency only  |
|   | <a href="#">Emergency medical transportation</a> | 20% <a href="#">coinsurance</a>                          | 20% <a href="#">coinsurance</a>                           | 20% <a href="#">coinsurance</a>                                   | None   |
|   | <a href="#">Urgent care</a>                      | \$20/visit   | 20% <a href="#">coinsurance</a> (out of area)             | 20% <a href="#">coinsurance</a> (out of area)                     | Non-KP: Not covered inside the service area.   |
| If you have a hospital stay   | Facility fee (e.g., hospital room)               | 10% <a href="#">coinsurance</a>                          | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | Non-KP: Precertification required for CON and NonCON. Failure to precertify may result in a penalty up to \$300 per occurrence.  |
|   | Physician/surgeon fee                            | 10% <a href="#">coinsurance</a>                          | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | Non-KP: Precertification required for CON and NonCON. Failure to precertify may result in a penalty up to \$300 per occurrence.  |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                              | \$20/visit   | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | None   |
|   | Inpatient services                               | 10% <a href="#">coinsurance</a>                          | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | Non-KP: Precertification required for CON and NonCON. Failure to precertify may result in a penalty up to \$300 per occurrence.  |
| If you are pregnant   | Office visits                                    | No charge  | No Charge, <a href="#">deductible</a> does not apply      | No Charge, <a href="#">deductible</a> does not apply              | KP and Non KP: Depending on the type of services, a <a href="#">copayment</a> , <a href="#">coinsurance</a> , or <a href="#">deductible</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.) |
|   | Childbirth/delivery professional services        | 10% <a href="#">coinsurance</a>                          | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | None   |
|   | Childbirth/delivery facility services            | 10% <a href="#">coinsurance</a>                          | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | None   |

| Common Medical Event  | Services You May Need                     | What You Will Pay Plan Provider (You will pay the least)              | What You Will Pay Contracted Provider (You will pay more) | What You Will Pay Non-contracted Provider (You will pay the most) | Limitations, Exceptions & Other Important Information  |
|---|---|---|---|---|--|
| <b>If you need help recovering or have other special health needs</b> | <a href="#">Home health care</a>          | No charge   | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | KP: Physician visit covered at primary care visit copay Non-KP: Limited to 150 visits per calendar year combined for CON and NonCON <a href="#">providers</a> . Private duty nursing not covered.  |
|   | <a href="#">Rehabilitation services</a>   | \$20/visit (outpatient); 10% <a href="#">coinsurance</a> (inpatient). | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | None   |
|   | <a href="#">Habilitation services</a>     | \$20/visit  | 20% <a href="#">coinsurance</a>                           | 20% <a href="#">coinsurance</a>                                   | None   |
|   | <a href="#">Skilled nursing care</a>      | 10% <a href="#">coinsurance</a>                                       | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | KP: Limited to 120 days/benefit period Non-KP: CON and NonCON: Precertification required. Failure to precertify may result in a penalty up to \$300 per occurrence. Limited to 120 days per calendar year.   |
|   | <a href="#">Durable medical equipment</a> | 20% <a href="#">coinsurance</a>                                       | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | KP: Diabetic supplies:50% <a href="#">coinsurance</a> . Subject to <a href="#">formulary</a> guidelines. CON/ NonCON. Precertification required. Failure to precertify may result in a penalty up to \$300 per occurrence.   |
|   | <a href="#">Hospice service</a>           | No Charge   | 20% <a href="#">coinsurance</a> of contracted rate        | 20% <a href="#">coinsurance</a> of allowable charge               | KP: Includes two 90-day periods, followed by unlimited number of 60-day periods Non-KP: CON and NonCON <a href="#">providers</a> : Limited to a combined maximum of 210 days while insured. Precertification required. Failure to precertify may result in a penalty up to \$300 per occurrence. |

| Common Medical Event                          | Services You May Need      | What You Will Pay Plan Provider (You will pay the least) | What You Will Pay Contracted Provider (You will pay more) | What You Will Pay Non-contracted Provider (You will pay the most) | Limitations, Exceptions & Other Important Information   |
|---|----------------------------|--|---|---|---|
| <b>If your child needs dental or eye care</b> | Children's eye exam        | No charge for refractive exam                            | 20% <u>coinsurance</u> of contracted rate                 | 20% <u>coinsurance</u> of allowable charge                        | Limited to 1 exam / year. Non-KP: CON and NonCON <u>providers</u> : Reflects copay amounts for eye exams and eyeglasses.                                  |
|   | Children's glasses         | No Charge  | No Charge, <u>deductible</u> does not apply               | No Charge, <u>deductible</u> does not apply                       | KP: Limited to one pair of frames and lenses or contact lenses / 12 months. Non-KP: CON and NonCON: Limited to a combined maximum of \$50 every 24 months |
|   | Children's dental check-up | Not Covered  | Not Covered   | Not Covered   | None  |

**Excluded Services & Other Covered Services:**

| Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or <u>plan</u> document for more information and a list of any other <u>excluded services</u> .) |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• Children's dental check-up</li> <li>• Cosmetic Surgery</li> <li>• Dental care (Adult and child)</li> </ul>                    | <ul style="list-style-type: none"> <li>• Long-Term Care</li> <li>• Non-Emergency Care when Travelling Outside the U.S.</li> <li>• Private-Duty Nursing</li> </ul> | <ul style="list-style-type: none"> <li>• Routine Foot Care</li> <li>• Weight Loss Programs</li> </ul> |

| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)  |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li>• Acupuncture (20 visits / year, combined with Chiropractic care, Massage, and Naturopathy)</li> <li>• Bariatric Surgery</li> </ul> | <ul style="list-style-type: none"> <li>• Chiropractic Care (20 visits / year, combined with Acupuncture, Massage, and Naturopathy)</li> <li>• Hearing Aids (1 aid / ear / 36 months)</li> </ul> | <ul style="list-style-type: none"> <li>• Infertility Treatment (1 in vitro procedure limit /lifetime)</li> <li>• Routine eye care (Adult)</li> </ul> |

**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](http://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 agencies in the chart below.

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

|  |   |
|--|---|
| Kaiser Permanente Member Services  | 1-800-966-5955 (TTY: 711) or <a href="http://www.kp.org/memberservices">www.kp.org/memberservices</a>     |
| Department of Labor’s Employee Benefits Security Administration                              | 1-866-444-EBSA (3272) or <a href="http://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a> |
| Department of Health & Human Services, Center for Consumer Information & Insurance Oversight | 1-877-267-2323 x61565 or <a href="http://www.cciio.cms.gov">www.cciio.cms.gov</a>                         |
| Hawaii Department of Insurance   | 1-808-586-2790 or <a href="http://cca.hawaii.gov/ins/">http://cca.hawaii.gov/ins/</a>                     |

**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? Yes.**

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 1-800-966-5955 (TTY: 711)

TAGALOG (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-966-5955 (TTY: 711)

CHINESE (中文): 如果需要中文的帮助，请拨打这个号码 1-800-966-5955 (TTY: 711)

NAVAJO (Dine): Dinek’ehgo shika at’ohwol ninisingo, kwijigo holne’ 1-800-966-5955 (TTY: 711)

*To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.*

The Kaiser Permanente Point-of-Service Plan is jointly underwritten by Kaiser Foundation Health Plan, Inc. (KFHP) and Kaiser Permanente Insurance Company (KPIC). The HMO portion is underwritten by KFHP and the PPO and the Out-of-Network portion is underwritten by KPIC, a subsidiary of KFHP.

About these Coverage Examples:



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

**Peg is Having a Baby**  
(9 months of in-network pre-natal care and a hospital delivery)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist copayment](#) \$20
- Hospital (facility) [coinsurance](#) 10%
- Other (blood work) [copayment](#) \$10

This EXAMPLE event includes services like:  
[Specialist](#) office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
[Diagnostic tests](#) (*ultrasounds and blood work*)  
[Specialist](#) visit (*anesthesia*)

|  |                 |
|--|-----------------|
| <b>Total Example Cost</b>              | <b>\$12,700</b> |
| <b>In this example, Peg would pay:</b> |                 |
| <i>Cost Sharing</i>                    |                 |
| <a href="#">Deductibles</a>            | \$0             |
| <a href="#">Copayments</a>             | \$20            |
| <a href="#">Coinsurance</a>            | \$800           |
| <i>What isn't covered</i>              |                 |
| Limits or exclusions                   | \$0             |
| <b>The total Peg would pay is</b>      | <b>\$820</b>    |

**Managing Joe's Type 2 Diabetes**  
(a year of routine in-network care of a well-controlled condition)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist copayment](#) \$20
- Hospital (facility) [coinsurance](#) 10%
- Other (blood work) [copayment](#) \$10

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*)

|  |                |
|--|----------------|
| <b>Total Example Cost</b>              | <b>\$5,600</b> |
| <b>In this example, Joe would pay:</b> |                |
| <i>Cost Sharing</i>                    |                |
| <a href="#">Deductibles</a>            | \$0            |
| <a href="#">Copayments</a>             | \$900          |
| <a href="#">Coinsurance</a>            | \$200          |
| <i>What isn't covered</i>              |                |
| Limits or exclusions                   | \$0            |
| <b>The total Joe would pay is</b>      | <b>\$1,100</b> |

**Mia's Simple Fracture**  
(in-network emergency room visit and follow up care)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist copayment](#) \$20
- Hospital (facility) [coinsurance](#) 10%
- Other (x-ray) [copayment](#) \$10

This EXAMPLE event includes services like:  
[Emergency room care](#) (*including medical supplies*)  
[Diagnostic test](#) (*x-ray*)  
[Durable medical equipment](#) (*crutches*)  
[Rehabilitation services](#) (*physical therapy*)

|  |                |
|--|----------------|
| <b>Total Example Cost</b>              | <b>\$2,800</b> |
| <b>In this example, Mia would pay:</b> |                |
| <i>Cost Sharing</i>                    |                |
| <a href="#">Deductibles</a>            | \$0            |
| <a href="#">Copayments</a>             | \$200          |
| <a href="#">Coinsurance</a>            | \$400          |
| <i>What isn't covered</i>              |                |
| Limits or exclusions                   | \$0            |
| <b>The total Mia would pay is</b>      | <b>\$600</b>   |

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.



# NONDISCRIMINATION NOTICE

Kaiser Permanente Insurance Company (KPIC) complies with applicable civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. KPIC does not exclude people or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability. 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 **1-800-238-5742** (TTY: 711)

If you believe that Kaiser Permanente Insurance Company 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 or phone at: KPIC Civil Rights Coordinator, Grievance 1557, 711 Kapiolani Blvd Honolulu, HI 96813, telephone number 1 800 238 5742.

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>.

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-238-5742** (TTY: 711).

**Cebuano (Bisaya) ATENSYON:** Kung nagsulti ka og Cebuano, adunay mga serbisyo sa tabang sa pinulongan, nga walay bayad, nga magamit nimo. Tawag sa **1-800-238-5742** (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 **1-800-238-5742** (TTY: 711)。

**Chuuk (Chukese) MEI AUCHEA:** Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori **1-800-238-5742** (TTY: 711).

**‘Ōlelo Hawai‘i (Hawaiian) E NĀNĀ MAI:** Inā i ‘ōlelo ‘oe i ka ‘ōlelo Hawai‘i, hiki iā ‘oe ke loa‘a i ke kōkua manuahi e pili ana i ka ‘ōlelo. E kelepona aku i ka helu **1-800-238-5742** (TTY: 711).

**Iloko (Ilocano) PAKDAAR:** No agsasaoka iti Ilokano, dagiti awan bayadna a serbisio a para iti beddeng ti lengguahe ket sidadaan para kenka. Awagan ti **1-800-238-5742** (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。**1-800-238-5742** (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 무료로 이용하실 수 있습니다. **1-800-238-5742** (TTY: 711)번으로 전화해 주십시오.

**ລາວ (Laotian) ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-238-5742 (TTY: 711).

**Kajin Pälle (Marshallese) LALE:** Ñe kwōj kōnono Kajin Pälle, kwomaroñ bōk jermal in jibañ kein, ilo ejelok onean, im rej bellok ñan eok. Kaalok 1-800-238-5742 (TTY: 711).

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kóji' hódíłnih 1-800-238-5742 (TTY: 711).

**Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR:** Ma komw kin lokiaiahn Pohnpei, wasahn sawas en palien lokaia kak sawas ni sohte isais. Koahl nempe 1-800-238-5742 (TTY: 711).

**Faa-Samoa (Samoan) MO LOU SILAFIA:** Afai e te tautala Gagana fa'a Sāmoa, o loo iai auunaga fesoasoani, e fai fua e leai se totoi, mo oe, Telefoni mai: 1-800-238-5742 (TTY: 711).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-238-5742 (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 1-800-238-5742 (TTY: 711).

**Lea Faka-Tonga (Tongan) FAKATOKANGA'I:** Kapau 'oku ke Lea Faka-Tonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-800-238-5742 (TTY: 711).

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số 1-800-238-5742 (TTY: 711).