

January 1–December 31, 2021

2021 Summary of Benefits

Kaiser Permanente Senior Advantage Santa Clara County Basic Plan (HMO) and Kaiser Permanente Senior Advantage Santa Clara County Enhanced Plan (HMO)

About this Summary of Benefits

Thank you for considering Kaiser Permanente Senior Advantage. You can use this **Summary of Benefits** to learn more about our plans. It includes information about:

- Premiums
- Benefits and costs
- Part D prescription drugs
- Optional supplemental benefits (Advantage Plus)
- Who can enroll
- Coverage rules
- Getting care

For definitions of some of the terms used in this booklet, see the glossary at the end.

For more details

This document is a summary of 2 Kaiser Permanente Senior Advantage plans. It doesn't include everything about what's covered and not covered or all the plan rules. For details, see the **Evidence of Coverage (EOC)**, which is located on our website at kp.org/eocncal or ask for a copy from Member Services by calling **1-800-443-0815 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

Have questions?

- If you're not a member, please call **1-800-777-1238 (TTY 711)**.
- If you're a member, please call Member Services at **1-800-443-0815 (TTY 711)**.
- 7 days a week, 8 a.m. to 8 p.m.

What's covered and what it costs

*Your plan provider may need to provide a referral

†Prior authorization may be required.

Benefits and premiums	With our Basic plan, you pay	With our Enhanced plan, you pay
Monthly plan premium	\$15	\$75
Deductible	None	None
Your maximum out-of-pocket responsibility Doesn't include Medicare Part D drugs	\$6,700	\$4,900
Inpatient hospital coverage*† There's no limit to the number of medically necessary inpatient hospital days.	\$310 per day for days 1 through 7 of your stay and \$0 for the rest of your stay	\$240 per day for days 1 through 7 of your stay and \$0 for the rest of your stay
Outpatient hospital coverage	\$0–\$300 per visit	\$0–\$200 per visit
Ambulatory Surgery Center	\$300 per visit	\$200 per visit
Doctor's visits		
• Primary care providers	\$20 per visit	\$10 per visit
• Specialists*	\$30 per visit	\$20 per visit
Preventive care* See the EOC for details.	\$0	\$0
Emergency care We cover emergency care anywhere in the world.	\$90 per Emergency Department visit	\$90 per Emergency Department visit
Urgently needed services We cover urgent care anywhere in the world.	\$20 per office visit	\$10 per office visit
Diagnostic services, lab, and imaging*		
• A1c, LDL, certain INR, and glucose quantitative lab tests	\$0	\$0
• All other lab tests		
• Diagnostic tests and procedures (like EKG)	\$20 per encounter	\$10 per encounter
• X-rays	\$30 per encounter	\$20 per encounter
• Other imaging procedures (like MRI, CT, and PET)	\$195 per procedure (\$30 for ultrasounds)	\$195 per procedure (\$20 for ultrasounds)

Benefits and premiums	With our Basic plan, you pay	With our Enhanced plan, you pay
<p>Hearing services* Evaluations to diagnose medical conditions. Hearing aids and related exams aren't covered unless you sign up for optional benefits (see Advantage Plus for details).</p>	<ul style="list-style-type: none"> • \$20 per visit with a primary care provider • \$30 per visit with a specialist 	<ul style="list-style-type: none"> • \$10 per visit with a primary care provider • \$20 per visit with a specialist
<p>Dental services Preventive and comprehensive dental coverage</p>	Not covered unless you sign up for optional benefits (see Advantage Plus for details).	Not covered unless you sign up for optional benefits (see Advantage Plus for details).
<p>Vision services*</p> <ul style="list-style-type: none"> • Visits to diagnose and treat eye diseases and conditions 	<ul style="list-style-type: none"> • \$20 per visit with an optometrist • \$30 per visit with an ophthalmologist 	<ul style="list-style-type: none"> • \$10 per visit with an optometrist • \$20 per visit with an ophthalmologist
<ul style="list-style-type: none"> • Routine eye exams 	\$20 per visit	\$10 per visit
<ul style="list-style-type: none"> • Preventive glaucoma screening and diabetic retinopathy services 	\$0	\$0
<ul style="list-style-type: none"> • Eyeglasses or contact lenses after cataract surgery 	\$0 up to Medicare's limit, but you pay any amounts beyond that limit.	\$0 up to Medicare's limit, but you pay any amounts beyond that limit.
<ul style="list-style-type: none"> • Other eyewear (\$40 allowance every 24 months) • If you sign up for optional benefits, the allowance is greater (see Advantage Plus for details). 	If your eyewear costs more than \$40, you pay the difference.	If your eyewear costs more than \$40, you pay the difference.
<p>Mental health services</p>		
<ul style="list-style-type: none"> • Outpatient group therapy 	\$10 per visit	\$5 per visit
<ul style="list-style-type: none"> • Outpatient individual therapy 	\$20 per visit	\$10 per visit
<p>Skilled nursing facility*† We cover up to 100 days per benefit period.</p>	Per benefit period: <ul style="list-style-type: none"> • \$0 per day for days 1 through 20 • \$100 per day for days 21 through 100 	Per benefit period: <ul style="list-style-type: none"> • \$0 per day for days 1 through 20 • \$100 per day for days 21 through 100
<p>Physical therapy*</p>	\$30 per visit	\$20 per visit
<p>Ambulance</p>	\$200 per one-way trip	\$200 per one-way trip
<p>Transportation</p>	Not covered	Not covered

Benefits and premiums	With our Basic plan, you pay	With our Enhanced plan, you pay
Medicare Part B drugs† A limited number of Medicare Part B drugs are covered when you get them from a plan provider. See the EOC for details. <ul style="list-style-type: none"> • Drugs that must be administered by a health care professional 	\$0	\$0
<ul style="list-style-type: none"> • Up to a 30-day supply from a plan pharmacy 	<ul style="list-style-type: none"> • \$18 for generic drugs • \$47 for brand-name drugs 	<ul style="list-style-type: none"> • \$12 for generic drugs • \$47 for brand-name drugs

Medicare Part D prescription drug coverage†

The amount you pay for drugs will be different depending on:

- The plan you enroll in (Basic or Enhanced).
- The tier your drug is in. There are 6 drug tiers. To find out which of the 6 tiers your drug is in, see our Part D formulary at kp.org/seniorrx or call Member Services to ask for a copy at **1-800-443-0815 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.
- The day supply quantity you get (like a 30-day or 100-day supply). Note: A supply greater than a 30-day supply isn't available for all drugs.
- Whether you get your prescription filled by one of our retail plan pharmacies or our mail-order pharmacy. Note: Not all drugs can be mailed.
- The coverage stage you're in (initial, coverage gap, or catastrophic coverage stages).

Initial coverage stage

You pay the copays and coinsurance shown in the chart below until your total yearly drug costs reach **\$4,130**. (Total yearly drug costs are the amounts paid by both you and any Part D plan during a calendar year.) If you reach the \$4,130 limit in 2021, you move on to the coverage gap stage and your coverage changes.

Drug tier	Retail plan pharmacy	Mail-order plan pharmacy
Tier 1 (Preferred generic) <ul style="list-style-type: none"> • Basic plan 	\$6 (up to a 30-day supply)	\$0 (up to a 100-day supply)
<ul style="list-style-type: none"> • Enhanced plan 	\$3 (up to a 30-day supply)	\$0 (up to a 100-day supply)
Tier 2 (Generic) <ul style="list-style-type: none"> • Basic plan 	\$18 (up to a 30-day supply)	
<ul style="list-style-type: none"> • Enhanced plan 	\$12 (up to a 30-day supply)	
Tier 3 (Preferred brand-name)	\$47 (up to a 30-day supply)	
Tier 4 (Nonpreferred brand-name)	\$100 (up to a 30-day supply)	
Tier 5 (Specialty)	33% coinsurance (up to a 100-day supply)	

Drug tier	Retail plan pharmacy	Mail-order plan pharmacy
Tier 6 (Vaccines)	\$0	Not applicable

When you get a 31- to 100-day supply of drugs, the copays listed above for a 30-day supply in the chart will be multiplied as follows:

- If you get a 31- to 60-day supply from a retail plan pharmacy, you pay 2 copays; and you pay 3 copays if you get a 61- to 100-day supply.
- If you get a 31- to 100-day supply of drugs in Tiers 2–4 from our mail-order pharmacy, you pay 2 copays.

Coverage gap stage

The coverage gap stage begins if you or a Part D plan spends **\$4,130** on your drugs during 2021. You pay the following copays and coinsurance during the coverage gap stage:

Drug tier	
Tiers 1, 2, and 6	The same copays listed above that you pay during the initial coverage stage
Tiers 3, 4, and 5	25% coinsurance

Catastrophic coverage stage

If you spend **\$6,550** on your Part D prescription drugs in 2021, you'll enter the catastrophic coverage stage. Most people never reach this stage, but if you do, your copays and coinsurance will change for the rest of 2021. You pay the following copays per prescription during the catastrophic coverage stage:

Drug	
Generic drugs	\$3
Brand-name drugs	\$12
Part D vaccines	\$0

Long-term care, plan home-infusion, and non-plan pharmacies

- If you live in a **long-term care facility** and get your drugs from their pharmacy, you pay the same as at a retail plan pharmacy and you can get up to a 31-day supply.
- Covered Part D **home infusion** drugs from a plan home-infusion pharmacy are provided at no charge.
- If you get covered Part D drugs from a **non-plan pharmacy**, you pay the same as at a retail plan pharmacy and you can get up to a 30-day supply. Generally, we cover drugs filled at a non-plan pharmacy only when you can't use a network pharmacy, like during a disaster. See the **Evidence of Coverage** for details.

Advantage Plus (optional benefits)

In addition to the benefits that come with your plan, you can choose to buy a supplemental benefit package called Advantage Plus. Advantage Plus gives you extra coverage for an additional monthly cost that's added to your monthly plan premium. See the **Evidence of Coverage** for details.

Advantage Plus benefits and premiums	You pay
Additional monthly premium	\$16
Additional eyewear allowance Every 24 months, a \$280 allowance is added to the \$40 allowance described in vision services above.	If your eyewear costs more than the combined allowance of \$320, you pay the difference.
Hearing aids \$350 allowance to buy 1 aid, per ear every 3 years	If your hearing aid costs more than \$350 per ear, you pay the difference.
Dental care*† DeltaCare® USA Dental HMO Program	Varies depending on the dental service. See the Evidence of Coverage for details.

Additional benefits

Home-delivered meals	
Meals delivered to your home following discharge from a hospital due to congestive heart failure, up to two meals per day in a consecutive four-week period, once per calendar year. Referral required.	\$0

Who can enroll

You can sign up for one of our plans if:

- You have both Medicare Part A and Part B. (To get and keep Medicare, most people must pay Medicare premiums directly to Medicare. These are separate from the premiums you pay our plan.)
- You're a citizen or lawfully present in the United States.
- You live in the service area for this plan, which is these ZIP codes in **Santa Clara County**: 94022–24, 94035, 94039–43, 94085–89, 94301–06, 94309, 94550, 95002, 95008–09, 95011, 95013–15, 95020–21, 95026, 95030–33, 95035–38, 95042, 95044, 95046, 95050–56, 95070–71, 95076, 95101, 95103, 95106, 95108–13, 95115–36, 95138–41, 95148, 95150–61, 95164, 95170, 95172–73, 95190–94, and 95196.

Coverage rules

We cover the services and items listed in this document and the **Evidence of Coverage**, if:

- The services or items are medically necessary.
- The services and items are considered reasonable and necessary according to Original Medicare's standards.

- You get all covered services and items from plan providers listed in our **Provider Directory** and **Pharmacy Directory**. But there are exceptions to this rule. We also cover:
 - Care from plan providers in another Kaiser Permanente Region
 - Emergency care
 - Out-of-area dialysis care
 - Out-of-area urgent care (covered inside the service area from plan providers and in rare situations from non-plan providers)
 - Referrals to non-plan providers if you got approval in advance (prior authorization) from our plan in writing

Note: You pay the same plan copays and coinsurance when you get covered care listed above from non-plan providers.

For details about coverage rules, including services that aren't covered (exclusions), see the **Evidence of Coverage**.

Getting care

At most of our plan facilities, you can usually get all the covered services you need, including specialty care, pharmacy, and lab work. You aren't restricted to a particular plan facility or pharmacy, and we encourage you to use the plan facility or pharmacy that will be most convenient for you. To find our provider locations, see our **Provider Directory** or **Pharmacy Directory** at kp.org/directory or ask us to mail you a copy by calling Member Services at **1-800-443-0815** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

Your personal doctor

Your personal doctor (also called a primary care physician) will give you primary care and will help coordinate your care, including hospital stays, referrals to specialists, and prior authorizations. Most personal doctors are in internal medicine or family practice. You may choose any available plan provider to be your personal doctor. You can change your doctor at any time and for any reason. You can choose or change your doctor by calling Member Services or at kp.org/mydoctor/connect.

Help managing conditions

If you have more than 1 ongoing health condition and need help managing your care, we can help. Our case management programs bring together nurses, social workers, and your personal doctor to help you manage your conditions. The program provides education and teaches self-care skills. If you're interested, please ask your personal doctor for more information.

Notices

Appeals and grievances

You can ask us to provide or pay for an item or service you think should be covered. If we say no, you can ask us to reconsider our decision. This is called an appeal. You can ask for a fast decision if you think waiting could put your health at risk. If your doctor agrees, we'll speed up our decision.

If you have a complaint that's not about coverage, you can file a grievance with us. See the **Evidence of Coverage** for details.

Kaiser Foundation Health Plan

Kaiser Foundation Health Plan, Inc., Northern California Region is a nonprofit corporation and a Medicare Advantage plan called Kaiser Permanente Senior Advantage. We offer several Senior Advantage plans in our larger Northern California Region's service area, which you can read about in the **Evidence of Coverage**.

Each plan has different benefits, copays, coinsurance, premiums, and plan service areas. But you can get care from plan providers anywhere in our Northern California Region.

If you move from your plan's service area to another service area in our Northern California Region, you'll have to enroll in a Senior Advantage plan in your new service area.

Privacy

We protect your privacy. See the **Evidence of Coverage** or view our **Notice of Privacy Practices** on kp.org/privacy to learn more.

Helpful definitions (glossary)

Allowance

A dollar amount you can use toward the purchase of an item. If the price of the item is more than the allowance, you pay the difference.

Benefit period

The way our plan measures your use of skilled nursing facility services. A benefit period starts the day you go into a hospital or skilled nursing facility (SNF). The benefit period ends when you haven't gotten any inpatient hospital care or skilled care in an SNF for 60 days in a row. The benefit period isn't tied to a calendar year. There's no limit to how many benefit periods you can have or how long a benefit period can be.

Calendar year

The year that starts on January 1 and ends on December 31.

Coinsurance

A percentage you pay of our plan's total charges for certain services or prescription drugs. For example, a 20% coinsurance for a \$200 item means you pay \$40.

Copay

The set amount you pay for covered services — for example, a \$20 copay for an office visit.

Evidence of Coverage

A document that explains in detail your plan benefits and how your plan works.

Maximum out-of-pocket responsibility

The most you'll pay in copays or coinsurance each calendar year for services that are subject to the maximum. If you reach the maximum, you won't have to pay any more copays or coinsurance for services subject to the maximum for the rest of the year.

Medically necessary

Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Non-plan provider

A provider or facility that doesn't have an agreement with Kaiser Permanente to deliver care to our members.

Plan

Kaiser Permanente Senior Advantage.

Plan premium

The amount you pay for your Senior Advantage health care and prescription drug coverage.

Plan provider

A plan or network provider can be a facility, like a hospital or pharmacy, or a health care professional, like a doctor or nurse.

Prior authorization

Some services or items are covered only if your plan provider gets approval in advance from our plan (sometimes called prior authorization). Services or items subject to prior authorization are flagged with a † symbol in this document.

Region

A Kaiser Foundation Health Plan organization. We have Kaiser Permanente Regions located in Northern California, Southern California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.

Retail plan pharmacy

A plan pharmacy where you can get prescriptions. These pharmacies are usually located at plan medical offices.

Service area

The geographic area where we offer Senior Advantage plans. To enroll and remain a member of our plan, you must live in one of our Senior Advantage plan's service area.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. This contract is renewed annually by the Centers for Medicare & Medicaid Services (CMS). By law, our plan or CMS can choose not to renew our Medicare contract.

For information about Original Medicare, refer to your "**Medicare & You**" handbook. You can view it online at [medicare.gov](https://www.medicare.gov) or get a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-800-443-0815 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

Understanding the Benefits

- Review the full list of benefits found in the **Evidence of Coverage (EOC)**, especially for those services that you routinely see a doctor. Visit kp.org/eocncal or call **1-800-443-0815 (TTY 711)** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding Important Rules

- In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2022.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

Notice of nondiscrimination

Kaiser Permanente complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Permanente 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 Member Services at **1-800-443-0815 (TTY 711)**, 8 a.m. to 8 p.m., seven days a week.

If you believe that Kaiser Permanente 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 with our Civil Rights Coordinator by writing to One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612 or calling Member Services at the number listed above. You can file a grievance by mail or phone. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. 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, 800-537-7697 (TDD)**. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language Interpreter Services

English

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-443-0815** (TTY: 711).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-443-0815** (TTY: 711).

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 **1-800-443-0815** (TTY: 711)。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-443-0815** (TTY: 711).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-443-0815** (TTY: 711).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-800-443-0815 (TTY: 711)번으로 전화해 주십시오.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգահարեք **1-800-443-0815** (TTY (հեռատիպ) 711):

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-443-0815** (телетайп: 711).

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。**1-800-443-0815** (TTY:711) まで、お電話にてご連絡ください。

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।

1-800-443-0815 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អិត គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ **1-800-443-0815** (TTY: 711)។

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **1-800-443-0815** (TTY: 711).

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-443-0815** (TTY: 711) पर कॉल करें।

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-443-0815** (TTY: 711).

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-443-0815** (TTY: 711) تماس بگیرید.

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم - **1-800-443-0815** (رقم هاتف الصم والبكم: 711).

kp.org/medicare

Kaiser Foundation Health Plan, Inc.
393 E. Walnut St.
Pasadena, CA 91188

Kaiser Foundation Health Plan, Inc., Northern California Region. A nonprofit corporation and Health Maintenance Organization (HMO)

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