



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 [www.kp.org/plandocuments](http://www.kp.org/plandocuments) or call 1-800-290-8900 (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 1-800-290-8900 (TTY: 711) to request a copy.

| Important Questions   | Answers   | Why this Matters:   |
|---|---|---|
| <b>What is the overall <a href="#">deductible</a>?</b>                                | \$0 at Indian Health Care Provider (IHCP) or with IHCP referral at non-IHCP; or \$6,000 Individual / \$12,000 Family                              | 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="#">deductibles</a> for specific services.   |
| <b>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</b> | \$8,550 Individual / \$17,100 Family  | 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 limits</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> , balance-billed charges and health care this <a href="#">plan</a> doesn't cover, 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> .   |
| <b>Will you pay less if you use a <a href="#">network provider</a>?</b>               | Yes. See <a href="http://www.kp.org">www.kp.org</a> or call 1-800-290-8900 (TTY: 711) for a list of <a href="#">network providers</a> .           | This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the plan's <a href="#">network</a> . 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. |
| <b>Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a>?</b>    | Yes, 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  |   |   | Limitations, Exceptions & Other Important Information   |
|--|--|--|---|---|---|
|  |  | Indian Health Care Provider (IHCP)<br>(You will pay the least) | Non-IHCP Plan Provider<br>(You will pay more)           | Non-IHCP Non-Plan Provider<br>(You will pay the most) |   |
| If you visit a health care <a href="#">provider's</a> office or clinic | Primary care visit to treat an injury or illness         | No Charge  | \$50 / visit, <a href="#">deductible</a> does not apply | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> .;  |
|  | <a href="#">Specialist</a> visit                         | No Charge  | \$100 / visit   | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> .;  |
|  | <a href="#">Preventive care/ screening/ immunization</a> | No Charge  | No charge, <a href="#">deductible</a> does not apply    | Not covered   | 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)      | No Charge  | 40% <a href="#">coinsurance</a>                         | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> .;  |
|  | Imaging (CT/PET scans, MRI's)                            | No Charge  | 40% <a href="#">coinsurance</a>                         | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . <a href="#">Preauthorization</a> required or will not be covered.   |

| Common Medical Event  | Services You May Need                          | What You Will Pay  |  |   | Limitations, Exceptions & Other Important Information   |
|---|--|--|--|---|---|
|   |  | Indian Health Care Provider (IHCP)<br>(You will pay the least) | Non-IHCP Plan Provider<br>(You will pay more)  | Non-IHCP Non-Plan Provider<br>(You will pay the most) |   |
| <b>If you need drugs to treat your illness or condition</b><br><br>More information about <a href="https://kp.org/wa/7formulary2023">prescription drug coverage</a> is available at <a href="https://kp.org/wa/7formulary2023">kp.org/wa/7formulary2023</a> | Preferred generic drugs                        | No Charge  | Retail: \$32 / <a href="#">prescription, deductible</a> does not apply / 30 days; Mail Order: \$27 / <a href="#">prescription, deductible</a> does not apply / 30 days | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP <a href="#">referral</a> . Up to 90-day supply (retail & mail order). Subject to <a href="#">formulary</a> guidelines. After the first fill, maintenance drugs are required to be filled at a KFHPWA Clinic or through KFHPWA mail order. |
|   | Preferred brand drugs                          | No Charge  | Retail: 40% <a href="#">coinsurance</a> / 30 days; Mail Order: 35% <a href="#">coinsurance</a> / 30 days   | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP <a href="#">referral</a> . Up to 90-day supply (retail & mail order). Subject to <a href="#">formulary</a> guidelines. After the first fill, maintenance drugs are required to be filled at a KFHPWA Clinic or through KFHPWA mail order. |
|   | Non-Preferred generic/brand drugs              | No Charge  | Retail: 40% <a href="#">coinsurance</a> / 30 days; Mail Order: 35% <a href="#">coinsurance</a> / 30 days   | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP <a href="#">referral</a> . Up to 90-day supply (retail & mail order). Subject to <a href="#">formulary</a> guidelines. After the first fill, maintenance drugs are required to be filled at a KFHPWA Clinic or through KFHPWA mail order. |
|   | <a href="#">Specialty drugs</a>                | No Charge  | 40% <a href="#">coinsurance</a>  | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . Up to 30-day supply (retail).;  |
| <b>If you have outpatient surgery</b>   | Facility fee (e.g., ambulatory surgery center) | No Charge  | 40% <a href="#">coinsurance</a>  | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> .;  |
|   | Physician/surgeon fees                         | No Charge  | 40% <a href="#">coinsurance</a>  | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> .;  |

| Common Medical Event  | Services You May Need                            | What You Will Pay  |  |   | Limitations, Exceptions & Other Important Information   |
|---|--|--|--|---|---|
|   |  | Indian Health Care Provider (IHCP)<br>(You will pay the least) | Non-IHCP Plan Provider<br>(You will pay more)            | Non-IHCP Non-Plan Provider<br>(You will pay the most) |   |
| If you need immediate medical attention                                   | <a href="#">Emergency room care</a>              | No Charge  | 40% <a href="#">coinsurance</a>                          | 40% <a href="#">coinsurance</a>                       | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . Must notify Kaiser Permanente within 24 hours if admitted to a Non- <a href="#">network provider</a> ; Limited to initial emergency only; |
|   | <a href="#">Emergency medical transportation</a> | No Charge  | 40% <a href="#">coinsurance</a>                          | 40% <a href="#">coinsurance</a>                       | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> ;   |
|   | <a href="#">Urgent care</a>                      | No Charge  | \$100 / visit, <a href="#">deductible</a> does not apply | 40% <a href="#">coinsurance</a>                       | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . <a href="#">Non-Plan providers</a> covered when temporarily outside the service area: 40% <a href="#">coinsurance</a>                     |
| If you have a hospital stay   | Facility fee (e.g., hospital room)               | No Charge  | 40% <a href="#">coinsurance</a>                          | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . <a href="#">Preauthorization</a> required or will not be covered.;  |
|   | Physician/surgeon fee                            | No Charge  | 40% <a href="#">coinsurance</a>                          | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . <a href="#">Preauthorization</a> required or will not be covered.;  |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                              | No Charge  | \$50 / visit, <a href="#">deductible</a> does not apply  | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> ;   |
|   | Inpatient services                               | No Charge  | 40% <a href="#">coinsurance</a>                          | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . <a href="#">Preauthorization</a> required or will not be covered.;  |

| Common Medical Event       | Services You May Need                     | What You Will Pay  |  |   | Limitations, Exceptions & Other Important Information   |
|----------------------------|---|--|--|---|---|
|                            |   | Indian Health Care Provider (IHCP)<br>(You will pay the least) | Non-IHCP Plan Provider<br>(You will pay more)        | Non-IHCP Non-Plan Provider<br>(You will pay the most) |   |
| <b>If you are pregnant</b> | Office visits                             | No Charge  | No charge, <a href="#">deductible</a> does not apply | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . 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 (e.g. ultrasound). |
|                            | Childbirth/delivery professional services | No Charge  | 40% <a href="#">coinsurance</a>                      | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . You must notify Kaiser Permanente within 24 hours of admission, or as soon thereafter as medically possible. Newborn services cost shares are separate from that of the mother.   |
|                            | Childbirth/delivery facility services     | No Charge  | 40% <a href="#">coinsurance</a>                      | Not covered   | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . You must notify Kaiser Permanente within 24 hours of admission, or as soon thereafter as medically possible. Newborn services cost shares are separate from that of the mother.;  |

| Common Medical Event  | Services You May Need                     | What You Will Pay   |  |  | Limitations, Exceptions & Other Important Information  |
|---|---|---|--|--|--|
|   |   | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP Plan Provider (You will pay more)           | Non-IHCP Non-Plan Provider (You will pay the most) |  |
| <b>If you need help recovering or have other special health needs</b> | <a href="#">Home health care</a>          | No Charge   | \$50, <a href="#">deductible</a> does not apply      | Not covered  | 130 visit limit / year. <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . <a href="#">Preauthorization</a> required or will not be covered;  |
|   | <a href="#">Rehabilitation services</a>   | No Charge   | 40% <a href="#">coinsurance</a>                      | Not covered  | Outpatient: 25 visit limit / year. Inpatient: 30 day limit / year. <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . Services with mental health diagnoses are covered with no limit. <a href="#">Preauthorization</a> required for inpatient or will not be covered.; |
|   | <a href="#">Habilitation services</a>     | No Charge   | 40% <a href="#">coinsurance</a>                      | Not covered  | Outpatient: 25 visit limit / year. Inpatient: 30 day limit / year. <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . Services with mental health diagnoses are covered with no limit. <a href="#">Preauthorization</a> required for inpatient or will not be covered.; |
|   | <a href="#">Skilled nursing care</a>      | No Charge   | 40% <a href="#">coinsurance</a>                      | Not covered  | 60 day limit / year. <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . <a href="#">Preauthorization</a> required or will not be covered.;  |
|   | <a href="#">Durable medical equipment</a> | No Charge   | 40% <a href="#">coinsurance</a>                      | Not covered  | <a href="#">Cost sharing</a> waived at non-IHCP with <a href="#">referral</a> . <a href="#">Preauthorization</a> required or will not be covered.;   |
|   | <a href="#">Hospice service</a>           | No Charge   | No charge, <a href="#">deductible</a> does not apply | Not covered  | <a href="#">Preauthorization</a> required or will not be covered.  |

| Common Medical Event                          | Services You May Need      | What You Will Pay   |  |  | Limitations, Exceptions & Other Important Information              |
|---|----------------------------|---|--|--|--|
|   |                            | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP Plan Provider (You will pay more)           | Non-IHCP Non-Plan Provider (You will pay the most) |  |
| <b>If your child needs dental or eye care</b> | Children's eye exam        | No Charge   | No charge, <a href="#">deductible</a> does not apply | Not covered  | Limited to one exam / 12 months                                    |
|   | Children's glasses         | No Charge   | No charge, <a href="#">deductible</a> does not apply | Not covered  | Limited to one pair of frames and lenses or contact lenses / year. |
|   | Children's dental check-up | No Charge   | Not covered  | Not covered  | None   |

**Excluded Services & Other Covered Services:**

| Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or <a href="#">plan</a> document for more information and a list of any other <a href="#">excluded services</a> .) |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>• Bariatric Surgery</li> <li>• Cosmetic Surgery</li> <li>• Dental Care (Adult &amp; Child)</li> </ul>  | <ul style="list-style-type: none"> <li>• Hearing Aids</li> <li>• Infertility Treatment</li> <li>• Long-Term Care</li> </ul> | <ul style="list-style-type: none"> <li>• Non-Emergency Care when Traveling Outside the U.S.</li> <li>• Private-Duty Nursing</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 <a href="#">plan</a> document.) |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Abortion</li> <li>• Acupuncture (12 visits / year)</li> </ul>                                       | <ul style="list-style-type: none"> <li>• Chiropractic Care (10 visits / year)</li> <li>• Routine Eye Care (Adult &amp; Child)</li> </ul> | <ul style="list-style-type: none"> <li>• Routine Foot Care</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 agency in the chart below.

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

|                                      |  |
|--------------------------------------|--|
| Kaiser Permanente Member Services    | 1-800-290-8900 (TTY: 711) or <a href="https://wa.kaiserpermanente.org/html/public/member-services">https://wa.kaiserpermanente.org/html/public/member-services</a> |
| Office of the Insurance Commissioner | 1-800-562-6900 or <a href="http://www.insurance.wa.gov">www.insurance.wa.gov</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? 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 1-800-290-8900 (TTY: 711)

TAGALOG (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-290-8900 (TTY: 711)

CHINESE (中文): 如果需要中文的帮助，请拨打这个号码 1-800-290-8900 (TTY: 711)

NAVAJO (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-800-290-8900 (TTY: 711)

*To see examples of how this [plan](#) 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 [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<br>(9 months of in-network pre-natal care and a hospital delivery)  |                 | Managing Joe's Type 2 Diabetes<br>(a year of routine in-network care of a well-controlled condition)   |                | Mia's Simple Fracture<br>(in-network emergency room visit and follow up care)  |                |
|--|-----------------|--|----------------|--|----------------|
| ■ The <a href="#">plan's overall deductible</a>  | \$6,000         | ■ The <a href="#">plan's overall deductible</a>  | \$6,000        | ■ The <a href="#">plan's overall deductible</a>  | \$6,000        |
| ■ <a href="#">Specialist copayment</a>   | \$100           | ■ <a href="#">Specialist copayment</a>   | \$100          | ■ <a href="#">Specialist copayment</a>   | \$100          |
| ■ Hospital (facility) <a href="#">coinsurance</a>  | 40%             | ■ Hospital (facility) <a href="#">coinsurance</a>  | 40%            | ■ Hospital (facility) <a href="#">coinsurance</a>  | 40%            |
| ■ Other (blood work) <a href="#">coinsurance</a>   | 40%             | ■ Other (blood work) <a href="#">coinsurance</a>   | 40%            | ■ Other (x-ray) <a href="#">coinsurance</a>  | 40%            |
| <p>This EXAMPLE event includes services like:<br/> <a href="#">Specialist</a> office visits (<i>prenatal care</i>)<br/>                     Childbirth/Delivery Professional Services<br/>                     Childbirth/Delivery Facility Services<br/> <a href="#">Diagnostic tests</a> (<i>ultrasounds and blood work</i>)<br/> <a href="#">Specialist</a> visit (<i>anesthesia</i>)</p> |                 | <p>This EXAMPLE event includes services like:<br/> <a href="#">Primary care physician</a> office visits (<i>including disease education</i>)<br/> <a href="#">Diagnostic tests</a> (<i>blood work</i>)<br/> <a href="#">Prescription drugs</a><br/> <a href="#">Durable medical equipment</a> (<i>glucose meter</i>)</p> |                | <p>This EXAMPLE event includes services like:<br/> <a href="#">Emergency room care</a> (<i>including medical supplies</i>)<br/> <a href="#">Diagnostic test</a> (<i>x-ray</i>)<br/> <a href="#">Durable medical equipment</a> (<i>crutches</i>)<br/> <a href="#">Rehabilitation services</a> (<i>physical therapy</i>)</p> |                |
| <b>Total Example Cost</b>  | <b>\$12,700</b> | <b>Total Example Cost</b>  | <b>\$5,600</b> | <b>Total Example Cost</b>  | <b>\$2,800</b> |
| <b>In this example, Peg would pay:</b>   |                 | <b>In this example, Joe would pay:</b>   |                | <b>In this example, Mia would pay:</b>   |                |
| <i>Cost Sharing</i>  |                 | <i>Cost Sharing</i>  |                | <i>Cost Sharing</i>  |                |
| <a href="#">Deductibles</a>  | \$0             | <a href="#">Deductibles</a>  | \$0            | <a href="#">Deductibles</a>  | \$0            |
| <a href="#">Copayments</a>   | \$0             | <a href="#">Copayments</a>   | \$0            | <a href="#">Copayments</a>   | \$0            |
| <a href="#">Coinsurance</a>  | \$0             | <a href="#">Coinsurance</a>  | \$0            | <a href="#">Coinsurance</a>  | \$0            |
| <i>What isn't covered</i>  |                 | <i>What isn't covered</i>  |                | <i>What isn't covered</i>  |                |
| Limits or exclusions   | \$0             | Limits or exclusions   | \$0            | Limits or exclusions   | \$0            |
| <b>The total Peg would pay is</b>  | <b>\$0</b>      | <b>The total Joe would pay is</b>  | <b>\$0</b>     | <b>The total Mia would pay is</b>  | <b>\$0</b>     |

\*Note: These numbers assume that patient received care from an IHCP provider or with IHCP referral at a non-IHCP. If you receive care from a non-IHCP provider without a referral from an IHCP your costs may be higher.

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

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# NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (“Kaiser Permanente”) comply with applicable federal civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

- Provide free aids and services to people with disabilities to help ensure effective communication, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, and accessible electronic formats)
  - Assistive devices (magnifiers, Pocket Talkers, and other aids)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Kaiser Permanente.

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, sex, sexual orientation, or gender identity, you can file a grievance. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination. Kaiser Permanente Phone: 206-630-4636, Toll-free: 1-888-901-4636, TTY Washington Relay Service: 1-800-833-6388 or 711, TTY Idaho Relay Service: 1-800-377-3529 or 711. Electronically: [kp.org/wa/feedback](http://kp.org/wa/feedback).

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>.

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

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## HELP IN YOUR LANGUAGE

**English: ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).

**አማርኛ (Amharic) ፡ ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-888-901-4636 (መስማት ለተሳናቸው፡ 1-800-833-6388 / 711)።

**العربية (Arabic):** لديكم حق الحصول على مساعدة ومعلومات في ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-901-4636 رقم هاتف الصم والبكم : (711 / 1-800-833-6388).

**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 1-888-901-4636 (TTY: 1-800-833-6388 / 711)。

**فارسی (Farsi): توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (TTY: 1-800-833-6388/711) 1-888-901-4636 تماس بگیرید.

**Français (French): ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-901-4636 (ATS: 1-800-833-6388 / 711).

**Adamawa (Fulfulde): MAANDO:** To a waawi Adamawa, e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Deutsch (German): ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY: 1-800-833-6388 / 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。1-888-901-4636 (TTY: 1-800-833-6388 / 711) まで、お電話にてご連絡ください。

**ភាសាខ្មែរ (Khmer): ឯកសារព័ត៌មាន:** បើសិនអ្នកនិយាយខ្មែរ, សេចក្តីជំនួយផ្នែក យេមិនគិតល គឺចូលសំបុំបំណែង។ ចូរទូរស័ព្ទ 1-888-901-4636 (TTY: 1-800-833-6388 / 711) ។

**한국어(Korean): 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 번으로 전화해 주십시오.

**ພາສາລາວ (Lao): ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍ່ລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມ ໃຫ້ທ່ານ. ໂທ 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Oromiffa (Oromo): XIYYEEFFANNAA:**Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian): ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Русский (Russian): ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

**Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE:** Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-901-4636 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-833-6388 / 711).

**Español (Spanish): ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Filipino (Tagalog): PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Українська (Ukrainian): УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 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 1-888-901-4636 (TTY: 1-800-833-6388 / 711).