

## Virtual Plus Health Plan

Hi.

Welcome to your new Kaiser Permanente Virtual Plus Health Plan!

Now that you're a member, when you register at [kp.org/wa](http://kp.org/wa), your doctor, specialists, and health plan are all part of one connected team - coordinating your care seamlessly so you don't have to. Let's review how your health plan will support you.

You can get started in just a few simple steps.

If you haven't already, create your account online or download the Kaiser Permanente Washington app so you can conveniently access your account 24/7 online. Register using your Member ID number, found on your Member ID Card which has been mailed to you.

Choose your Kaiser Permanente doctor in the Connect network - and change anytime. Browse our doctor profiles to find one who's right for you.

If you need to transfer prescriptions to Kaiser Permanente, just visit us online. You can get most prescriptions delivered to your home within 1-2 days — at no extra cost.

As a Kaiser Permanente member, you have access to 24/7 virtual care convenience. Get virtual care that's integrated for you. Call us 24/7. Chat with a Kaiser Permanente clinician online for immediate care advice, or to request some prescriptions.

Or get quick and convenient care with an e-visit. You can also email your Kaiser Permanente care team with nonurgent questions or schedule a phone or video visit. Your plan makes it simple and convenient to get care. Your virtual care services are covered in full. When you're referred for an in-person visit, you'll pay a copay.

If you start in-person care on your own, your out-of-pocket costs may be higher. Your out-of-pocket maximum helps limit how much you'll pay for care and protects you financially if you get sick or injured. If you reach your maximum, you won't pay for most covered services for the rest of the plan year.

Services covered by your health plan include: secure messaging, telephone visits, online chat, video visits, 24 7 advice line, and e-visits.

You can view your care options at [kp.org/wa/getcare](http://kp.org/wa/getcare) anytime.

Life is unpredictable. The cost of your care shouldn't be. Our online cost estimate tools make it easier for you to plan for health care and drug costs ahead of time. Go online to get an idea of how much you'll pay for certain services and prescriptions. Estimates are based on your plan benefits, so you get personalized information every time.