We know that navigating health care options can be challenging, so we wanted to let you know what options are available to you.

**Seeing your provider, made easier**

- We are proud to be part of the Greater Portland, Southwest Washington, Salem, and Lane County communities. With 34 medical offices, 20 dental offices, and access to all locations of The Portland Clinic, there’s sure to be a clinic convenient to your home, work, or school.

- Have a dependent student at University of Oregon? Our new Lane County medical and dental offices and partnership with PeaceHealth help members living in the Eugene area access Kaiser Permanente medical and dental care.

- Choose the doctor who’s right for you – online profiles at [kp.org/searchdoctors](http://kp.org/searchdoctors) make it easy to find a care provider. Browse our Real Reviews website at [kp.org/doctorreviews/nw](http://kp.org/doctorreviews/nw) to read patient reviews, view doctor credentials, and decide with confidence. View online profiles of our dentists at [kp.org/dental/nw](http://kp.org/dental/nw).

- Save time, stay comfortable, and get the urgent, primary, or specialty care you need – from home, work, or anywhere else on your camera-equipped computer, tablet, or smartphone. If appropriate for your condition, we offer email, phone, and video visits. Sign on to [kp.org](http://kp.org) to self-schedule an appointment.

**Convenient care**

- New locations make it easier to get the care you need close to home or work – the Battle Ground Medical Office and Kaiser Permanente Dental at Johnson Creek are open, with additional locations coming soon.

- Care Essentials® by Kaiser Permanente offers convenient neighborhood care for common, nonemergency health issues. Visit our Pearl District clinic or our new Hawthorne location scheduled to open this summer. Schedule an appointment at [careessentials.org](http://careessentials.org) or 1-855-235-0491.

- Vision Essentials by Kaiser Permanente is open to serve you on Saturdays at Beaverton Medical Office, Cascade Park Medical Office, and Clackamas Eye Care. We can now direct-ship select glasses and sunglasses to your home.

**We take pride in caring for you**

- We’re tops among Top Docs! It’s an honor to have the most Top Docs in *Portland Monthly* with 155 doctors and physician assistants.*

- Our focus on integrated care allows us to provide coordinated communication between your medical and dental providers. Our dentists can easily access your relevant health records and communicate with your Kaiser Permanente medical clinicians, so you can rest easy knowing we’re looking out for your total health.


Register on [kp.org](http://kp.org) to receive future annual newsletters electronically.
Connect to care with our online directories

Our medical directories and dental directories are available online at kp.org/directory/nw. View or download the directories when it is convenient for you. You can quickly search the directories for information, which can save you time.

Inside the Medical Facility Directory and Dental Facility Directory

You’ll find addresses and phone numbers for our participating facilities and contact information for other services we offer. Your Medical Facility Directory also includes important information such as:

• How to get emergency care, urgent care, primary care, specialty care, and care when you’re traveling.
• How to use our pharmacy services.
• Procedures requiring prior authorization.
• How to get the names, qualifications, and titles of our providers and how to choose or change your provider.
• How to get referrals.
• Our privacy practices.
• Member and patient rights and responsibilities.
• Your right to an independent review after an appeal.
• How to get an independent review.
• How to contact our staff about utilization review and criteria.
• Your right to get an explanation for the outcome of your utilization review.
• Our policy of not providing financial incentives to physicians for denying care to members.
• How to get reports and other information about the quality of our care and our accreditation status, including HEDIS® (Healthcare Effectiveness Data and Information Set) reports.*

If you are enrolled in a 3-tier Added Choice® plan, you can get the most up-to-date list of providers and facilities in the Added Choice First Choice Health Network of PPO providers at kp.org/addedchoice.

Find our health plan disclosures

In addition to the Medical Facility Directory, many of our health plan disclosures are available online as individual PDFs or as part of your Evidence of Coverage. Other health plan disclosures are available upon request by contacting Member Services. You may request a paper copy or alternate electronic copy of our disclosures from Member Services.

Disclosures on kp.org

These documents can be found at kp.org/disclosures:

• The prescription drug formulary process.
• A summary of how we work together with other health care coverage you may have (coordination of benefits).
• Provider compensation.
• Our quality monitoring and improvement program and provider credentialing.
• Statement of cost premiums.
• Statement regarding availability of POS option and how the option operates.
• Newborns’ Act.
• Women’s Health and Cancer Rights Act (WHCRA).
• Women’s contraceptive benefits flyer.

Evidence of Coverage

If you are the main subscriber in your household, you may download your Evidence of Coverage. Just go to kp.org/document and sign on. Then click “Go to all coverage documents.” Your Evidence of Coverage contains the following health plan disclosures:

• The payment requirements of your health care coverage, including deductible, copayments, coinsurance, and out-of-pocket maximum.
• Description of covered benefits.
• How to get a referral to a specialist and how to get prior authorization.
• A list of services that require prior authorization.
• Exclusions and limitations under your health plan.
• How your plan coordinates benefits with other health coverage you may have.
• An explanation of the complaints, grievances, and appeals procedure.
• How to contact Claims Administration to submit claims for covered services.
• Your right to see non-participating providers at your own expense.
• Your provider’s right to discuss health care options with you, whether or not they are covered services.

* HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
Request from Member Services

The following health plan disclosures are available only upon request from Member Services:

- Materials referred to in your Evidence of Coverage.
- Our clinical protocols and practice guidelines.
- Our utilization review criteria.
- Our financial status.
- Information on disease management programs.
- Information about our complex case management program.
- Annual reports on member satisfaction and National Committee for Quality Assurance accreditation scores.
- An annual accounting of all payments.

Request at a pharmacy

A list of the drugs on our current drug formulary.

How to contact Member Services

Member Services can take your call Monday through Friday, 8 a.m. to 6 p.m., at 1-800-813-2000. For TTY, call 711, and for language interpretation services, call 1-800-324-8010.

You can also email Member Services if you are a registered user on kp.org.

Other information

In addition, you may get information we have filed with the Oregon Department of Consumer and Business Services, as required under state law. Contact the department for information on:

- Our annual summary of grievances and appeals.
- Our annual summary of the utilization management program.
- Our annual summary of quality assurance activities.
- The results of publicly available accreditation surveys of our health plan.
- Our annual summary of health-promotion and disease-prevention activities.
- An annual summary of scope of network and accessibility of services.

To contact the Oregon Department of Consumer and Business Services, call 503-947-7984 (in Salem) or 1-888-877-4894. You can also email cp.ins@state.or.us or visit www.oregon.gov/dcbs/insurance. The mailing address is:

DCBS Insurance Division
Consumer Advocacy Unit
P.O. Box 14480
Salem, OR 97309-0405
NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (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 1-800-813-2000 (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 or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.


HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-813-2000 (TTY: 711).

አማርኛ (Amharic) ይስፋፋል፡ ይጠራህ ቀን ያቀረበ ከም ገራጅ እርዳታ ያቀረበ፤ በ ከም ከም ያቀረበ 1-800-813-2000 (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1-800-813-2000（TTY：711）。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می گردد. با 1-800-813-2000 (TTY: 711) تماس بگیرید.


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。1-800-813-2000 (TTY: 711) まで、お電話にてご連絡ください。


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。1-800-813-2000 (TTY: 711) まで、お電話にてご連絡ください。
Find our doctors and locations online at kp.org/locations or download our medical and dental directories at kp.org/directory/nw.

- Kaiser Permanente medical directory
- Kaiser Permanente dental directory

Having these directories on your computer makes them quick and easy to search. But if you’d prefer printed copies, we’re happy to send them. Just check off which ones you’d like, then tear off and mail this card. The postage is on us!