

Kaiser Permanente Webinar Q & A

1. Is Kaiser an HMO or PPO plan?

KP Response: Kaiser Permanente is an HMO plan

2. How do I know if I am eligible for Kaiser if I live outside of Monterey County?

County of Monterey Response: You can use the [CalPERS Zipcode finder tool](#) to find out if you are eligible to enroll in Kaiser Permanente.

3. Kaiser is not available in my current ZIP code. Can I use my employer's address to be eligible?

County of Monterey Response: You can use your employer's ZIP code to be eligible for Kaiser Permanente.

4. I am currently enrolled in Kaiser health insurance. Do I need to re-enroll during Open Enrollment?

County of Monterey Response: If you are currently enrolled in Kaiser health insurance, you do not need to re-enroll. If you want to make changes to any other benefits, please submit those elections through the open enrollment wizard or by completing the required forms.

5. My current insurance typically has a 2-3 month wait time to schedule appointments; is this also true for Kaiser?

KP Response: Nonurgent primary care appointments (including adult/internal medicine, pediatrics, and family medicine) are typically offered within 10 business days. In some cases, your wait may be longer than the time listed if a licensed health care professional decides that a later appointment won't have a negative effect on your health. All services would need to be provided at a Kaiser Permanente location in order to be covered.

6. If switching from another medical insurance to Kaiser, how can I make sure there is no lapse in treatment?

KP Response: Once you become a member, here are easy steps to get you started:

Step 1: Choose Your Doctor — and Change Anytime

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of great doctors. And remember — you can change for any reason, at any time. Browse our online doctor profiles at kp.org/mydoctor/connect and choose a doctor there.

Step 2: Create Your Online Account

Once your coverage starts, you can create your account through the Kaiser Permanente app or at kp.org/newmember. Then you can conveniently manage your health through our mobile app or kp.org. Set up an appointment, request a refill, email your doctor's office with nonurgent questions, see lab results and more—whenever, wherever.

Step 3: Get Your Prescriptions

Finally, we'll help you transition your current prescriptions to Kaiser Permanente. Just go to kp.org/newmember and follow the steps. Or give us a call at [1-877-RXKAISER \(1-877-795-2473\)](tel:1-877-RXKAISER) (TTY 711), weekdays, 8 a.m. to 8 p.m.; Saturday, 8 a.m. to 6 p.m.; or Sunday, 9 a.m. to 6 p.m. Be sure to have your prescription information handy.

7. Can I receive a routine vaccine at a local pharmacy, or do I need to go to a Kaiser facility?

KP Response: All services would need to be provided at a Kaiser Permanente location in order to be covered.

8. Does Kaiser partner with providers outside of their network for mental health treatment?

KP Response: Your physician may request for you to receive care outside of Kaiser Permanente only when the care you need is not available within Kaiser Permanente. Most commonly, however, Kaiser Permanente will be able to provide you with the appropriate care you need within our delivery system.

Learn more at <https://mybenefits.kaiserpermanente.org/calpers/mental-health>

9. Can I elect an out-of-network doctor?

KP Response: No, you must select a Plan physician within the Kaiser Permanente network. To find a Plan physician, please visit kp.org/doctorsandlocations.

10. My child lives out of the area, and there are no Kaiser facilities there. Do I have any options for them to receive care?

KP Response: Dependents living out of the area will be covered for urgent and emergency care. Please visit kp.org/travel for more information.

11. Does Kaiser coordinate insurance benefits if I have a secondary insurance through my spouse?

KP Response: In general, if you're the subscriber on a health plan, that plan will be your primary plan. With Coordination of Benefits, a member's primary and secondary plans combined may pay up to 100% of the charges:

1. Primary plan will pay as if it were the only coverage.
2. Secondary plan will pay:
 - a. The remaining balance, if it's less than what the secondary plan would normally pay.
 - b. As if it were the only coverage, if the remaining balance is equal to or greater than what the secondary plan would normally pay.
3. You pay any remaining balance after both health plans pay.

12. Do you need to have a Kaiser health plan to be able to be seen at Kaiser medical offices/hospitals?

KP Response: Yes, you must be enrolled in Kaiser Permanente coverage in order to seek services at our facilities.

13. When will the Salinas Clinic open?

KP Response: The new Salinas Medical Offices will open January 2, 2025.

14. What are the hours of operation of the Salinas Clinic?

KP Response: The Salinas Medical Offices will be open Monday – Friday from 8 a.m. to 5 p.m.

15. Will same-day appointments be offered at the Salinas clinic?

KP Response: Walk-in care services will be provided.

Same-day appointments may be available for KP members who need assistance with minor acute injuries, minor medical problems, and minor procedures.

If members have an urgent care need, advice nurses are available by phone through the Appointment and Advice line 24 hours a day, 7 days a week, including holidays.

16. If I need urgent care and the Salinas clinic is closed, can I seek services at any urgent care facilities, or are there exceptions?

KP Response: For after-hours urgent care, members should seek care by calling the Appointment and Advice line or scheduling a video visit through the KP app or KP website. Members can seek emergency care at any local hospital.

17. What services or specialty care will be offered in the Salinas clinic?

KP Response: Departments and services include Adult and Family Medicine, Pediatrics, Ob-gyn, Psychiatry, Behavioral Health Education, Radiology, Lab, and Pharmacy. Emergency services are not available at this location.

18. Are there plans for other clinics, hospitals, services, or specialty care to be added in 2025 in Monterey County?

KP Response: Kaiser Permanente will continue to look for ways to expand service offerings and access to care as we grow in Monterey County.

19. If the services I need are not offered in the Salinas clinic, can I see a local provider out of network? If not, what are my options?

KP Response: Additional services can be accessed through our other nearby facilities such as those in Watsonville, Gilroy, San Jose and Santa Clara. Members will need to consult their care team to determine which locations offer certain services.

20. Can I seek services from any Kaiser facility? For example, I live in Monterey County but want to designate my PCP in Santa Cruz.

KP Response: Yes, while it may be convenient to receive services in one location, you have the option to receive care at different Kaiser Permanente locations within your region. For example, women can see their obstetrician-gynecologist at one facility and their personal physician at another. No matter which Kaiser Permanente location you visit within your region, your physicians will have access to your secure electronic health record — so you'll get personalized care wherever you go.

21. I live in Monterey County; where is the nearest Kaiser-affiliated hospital?

KP Response: Watsonville Community Hospital is the nearest KP-affiliated hospital.

22. Are there any plans to have a Kaiser hospital in this county in the future?

KP Response: There are no plans to build a Kaiser Permanente hospital in Monterey County at this time.

23. What cities are other Kaiser hospitals in northern California?

KP Response: In Northern California, we have Medical Centers/hospitals in the following cities: San Jose, Santa Clara, Redwood City, San Francisco, South San Francisco, San Leandro, Antioch, Vallejo, Walnut Creek, Vacaville, Santa Rosa, Roseville, and Fresno.

24. In case of a medical emergency, can I seek treatment at a hospital not affiliated with Kaiser? Are there any exceptions?

KP Response: In case of a medical emergency, seek treatment at the closest emergency room regardless of whether it is a Kaiser Permanente facility.

25. If a member needs a higher level of care for a health condition, could a patient be referred to Stanford or UCSF for treatment?

KP Response: Plan Physicians may request for you to receive care outside of Kaiser Permanente only when the care, procedure, second opinion, treatment protocol, imaging study, lab test, etc. needed is not available within Kaiser Permanente. Most commonly, however, Kaiser Permanente will be able to provide members with the appropriate care within our care delivery system.

26. What should I do if I have questions regarding the cost of certain services, for example, an MRI.

KP Response: Complex imaging such as CT scans, MRIs, and PET scans are covered at no charge. Please refer to the *Evidence of Coverage* regarding the cost of certain services. You can download a copy at kp.org/calpers.

Additional Commonly Asked Questions:

Considering joining Kaiser Permanente as a Basic Member?

Speak with one of our representatives for answers to your questions about Kaiser Permanente before you enroll:
[1-800-305-1220](tel:1-800-305-1220)

7 a.m. to 6 p.m. local time Monday through Friday
Language interpretation services available

Considering joining Kaiser Permanente as a Medicare Retiree?

Speak with a Kaiser Permanente Medicare specialist if you are interested in one of the Medicare Advantage health plans:
[1-855-717-9598](tel:1-855-717-9598)

7 a.m. to 6 p.m. local time Monday through Friday

Where can I find more information about my benefits?

For details about your benefits, see your *Evidence of Coverage*. You can download a copy at kp.org/calpers.

How do I transfer my medical records to Kaiser Permanente?

Visit kp.org/newmember and click on “Transfer your records” under “Step 4,” then follow the related links until you land on the page that explains how to transfer your medical records and prescriptions.

How do I use the mail-order pharmacy?

For prescriptions filled at Kaiser Permanente pharmacies, just place your prescription refill order by phone or online and choose the mail-order option. At no extra cost, you can have most of your medications mailed directly to you.

- **To order by phone:** Call the refill phone number listed on your prescription bottle.
- **To order online:** Sign on to kp.org and look under the My Health Manager tab for the “Pharmacy center.” If you’re not registered on our website, visit kp.org/registernow to create your user ID and password.



Scheduled to open January 2025

High quality care coming to Salinas

Starting this January, you can get care at our new Salinas Medical Offices.

At this new facility, members will have access to:

- High-tech exam rooms

Departments and services:

- Adult and Family Medicine
- Pediatrics
- Ob-gyn
- Psychiatry¹
- Behavioral Health Education
- Radiology¹
- Lab
- Pharmacy
- Video conferencing with remote specialists to be available

No emergency or urgent care services are available at this location

1. By referral.

Salinas Medical Offices

1930 North Davis Road
Salinas, California



Learn more at kp.org/HelloMonterey

 KAISER PERMANENTE®

Welcome to Kaiser Permanente

3 easy steps to get started



Step 1:

Create your online account

If you or your family members haven't already, be sure to create an online account through the Kaiser Permanente app or at kp.org/newmember. After you sign in, you'll be guided through the welcome steps. With an online account you can view your benefits, schedule routine appointments, fill most prescriptions, set up permissions to manage a family member's care, and more.^{1,2}



Step 2:

Choose your Kaiser Permanente doctor – and change to another available Kaiser Permanente doctor anytime

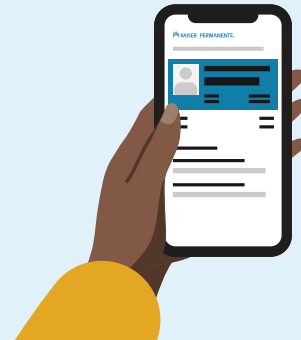
To find a doctor who's right for you, go to kp.org/mydoctor/connect. Select a convenient facility, then browse doctor profiles by gender, languages spoken, and specialty. Each covered family member may choose an individual doctor.



Step 3:

Get prescriptions

Finally, we'll help you transition your current prescriptions to Kaiser Permanente. Just go to kp.org/newmember and follow the steps. Or give us a call at **1-877-RXKAISER (1-877-795-2473)** (TTY 711), weekdays, 8 a.m. to 8 p.m.; Saturday, 8 a.m. to 6 p.m.; or Sunday, 9 a.m. to 6 p.m. Be sure to have your prescription information handy.



Keep your ID card handy

Access your digital ID card on the Kaiser Permanente app or use the enclosed physical ID card. Both versions have your unique medical record number and important contact information. You'll need your medical record number to get care, make appointments, and fill prescriptions.

It's easy to get care

You have access to a full range of care options. If you're not sure what kind of care you need, simply call the appointment and advice phone number on the back of your ID card.

1. These features are available when you get care from Kaiser Permanente facilities. 2. Online features change when children turn 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12, you'll still be able to manage care for them with modified access to certain features.

Get started today! Go to kp.org/newmember.

Nondiscrimination Notice

Discrimination is against the law. Kaiser Permanente follows State and Federal civil rights laws.

Kaiser Permanente does not unlawfully discriminate, exclude people, or treat them differently because of age, race, ethnic group identification, color, national origin, cultural background, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, medical condition, source of payment, genetic information, citizenship, primary language, or immigration status.

Kaiser Permanente provides the following services:

- No-cost aids and services to people with disabilities to help them communicate better with us, such as:
 - ◆ Qualified sign language interpreters
 - ◆ Written information in other formats (braille, large print, audio, accessible electronic formats, and other formats)
- 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 our Member Service Contact Center at **1-800-464-4000 (TTY 711)**, 24 hours a day, 7 days a week (except closed holidays). If you cannot hear or speak well, please call **711**.

Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, or another format, call our Member Service Contact Center and ask for the format you need.

How to file a grievance with Kaiser Permanente

You can file a discrimination grievance with Kaiser Permanente if you believe we have failed to provide these services or unlawfully discriminated in another way. Please refer to your *Evidence of Coverage or Certificate of Insurance* for details. You may also speak with a Member Services representative about the options that apply to you. Please call Member Services if you need help filing a grievance.

You may submit a discrimination grievance in the following ways:

- **By phone:** Call Member Services at **1 800-464-4000 (TTY 711)** 24 hours a day, 7 days a week (except closed holidays)
- **By mail:** Call us at **1 800-464-4000 (TTY 711)** and ask to have a form sent to you
- **In person:** Fill out a Complaint or Benefit Claim/Request form at a member services office located at a Plan Facility (go to your provider directory at kp.org/facilities for addresses)
- **Online:** Use the online form on our website at kp.org

You may also contact the Kaiser Permanente Civil Rights Coordinators directly at the addresses below:

Attn: Kaiser Permanente Civil Rights Coordinator
Member Relations Grievance Operations
P.O. Box 939001
San Diego CA 92193

How to file a grievance with the California Department of Health Care Services Office of Civil Rights *(For Medi-Cal Beneficiaries Only)*

You can also file a civil rights complaint with the California Department of Health Care Services Office of Civil Rights in writing, by phone or by email:

- **By phone:** Call DHCS Office of Civil Rights at **916-440-7370** (TTY **711**)
- **By mail:** Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413

Complaint forms are available at: http://www.dhcs.ca.gov/Pages/Language_Access.aspx

- **Online:** Send an email to CivilRights@dhcs.ca.gov

How to file a grievance with the U.S. Department of Health and Human Services Office of Civil Rights

You can file a discrimination complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You can file your complaint in writing, by phone, or online:

- **By phone:** Call **1-800-368-1019** (TTY **711** or **1-800-537-7697**)
- **By mail:** Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>

- **Online:** Visit the Office of Civil Rights Complaint Portal at:
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

NOTICE OF LANGUAGE ASSISTANCE

English: This is important information from Kaiser Permanente. If you need help understanding this information, please call **1-800-464-4000 (TTY 711)** and ask for language assistance. Help is available 24 hours a day, 7 days a week, excluding holidays. We can also help you with auxiliary aids and alternative formats.

Arabic: تحتوي هذه الوثيقة على معلومات مهمة من Kaiser Permanente. إذا كنت بحاجة للمساعدة في فهم هذه المعلومات، يرجى الاتصال على الرقم **1-800-464-4000 (TTY 711)** وطلب مساعدة لغوية. المساعدة متوفرة على مدار الساعة طيلة أيام الأسبوع، باستثناء أيام العطلات الرسمية. يمكننا أيضاً تزويدك بمساعدات إضافية وتنسيقات بديلة.

Armenian: Մա կարևոր տեղեկություն է «Kaiser Permanente»-ից: Եթե այս տեղեկությունը հասկանալու համար Ձեզ օգնություն է հարկավոր, ինդրում ենք զանգահարել **1-800-464-4000 (TTY 711)** հեռախոսահամարով և օժանդակություն ստանալ լեզվի հարցում: Չանգահարեք օրը 24 ժամ, շաբաթը 7 օր՝ բացի տոն օրերից: Մենք նաև կարող ենք օգնել Ձեզ օժանդակ օգնության և այլընտրանքային ձևաչափերի հարցում:

Chinese: 這是來自 Kaiser Permanente 的重要資訊。如果您需要協助理解此資訊，請致電 **1-800-757-7585 (TTY 專線 711)** 尋求語言協助。我們每週 7 天，每天 24 小時皆提供協助（節假日休息）。我們還可以幫助您獲取輔助設備和其它格式。

Farsi: این اطلاعات مهمی از سوی Kaiser Permanente می باشد. اگر در فهمیدن این اطلاعات به کمک نیاز دارید، لطفاً با شماره **1-800-464-4000 (TTY 711)** تماس گرفته و برای امداد زبانی درخواست کنید. کمک و راهنمایی در 24 ساعت شبانه روز و 7 روز هفته، شامل روزهای تعطیل موجود است. ما همچنین می توانیم برای شما کمکهای جانبی و به صورتهای دیگر را فراهم کنیم.

Hindi: यह Kaiser Permanente की ओर से महत्वपूर्ण सूचना है। यदि आपको इस सूचना को समझने के लिए मदद की जरूरत है, तो कृपया **1-800-464-4000 (TTY 711)** पर फोन करें और भाषा सहायता के लिए पूछें। सहायता छुट्टियों को छोड़कर, सप्ताह के सातों दिन, दिन के 24 घंटे, उपलब्ध है। हम सहायक साधनों और वैकल्पिक प्रारूपों को प्राप्त करने में भी आपकी मदद कर सकते हैं।

Hmong: Qhov xov xwm no tseem ceeb los ntawm Kaiser Permanente. Yog koj xav tau kev pab kom nkag siab cov xov xwm no, thov hu rau **1-800-464-4000 (TTY 711)** thiab thov kev pab txhais lus. Muaj kev pab 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg, tsis xam cov hnuv caiv. Peb kuj muab tau lwm yam kev pab rau koj thiab ua lwm yam ntaub ntawv.

Japanese: Kaiser Permanente から重要なお知らせがあります。この情報を理解するためにヘルプが必要な場合は、**1-800-464-4000 (TTY 回線 711)** に電話して、言語サービスを依頼してください。このサービスは年中無休（祝祭日を除く）でご利用いただけます。補助器具・サービスや別のフォーマットについてもご相談いただけます。

Khmer: នេះគឺជាព័ត៌មានសំខាន់មកពី Kaiser Permanente។ បើសិនអ្នកត្រូវការជំនួយ ឲ្យបានយល់ដឹងពីព័ត៌មាននេះ សូមទូរស័ព្ទទៅលេខ **1-800-464-4000 (TTY 711)** និងស្នើសុំជំនួយខាងភាសា។ ជំនួយគឺមាន 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍ លើកលែងថ្ងៃឈប់សម្រាក។ យើងក៏អាចជួយអ្នកជាមួយនឹងឧបករណ៍ជំនួយទំនាក់ទំនងសម្រាប់អ្នកពិការនិងជាទម្រង់ជំនួសផ្សេងៗ។

Korean: 본 정보는 Kaiser Permanente 에서 전하는 중요한 메시지입니다. 본 정보를 이해하는데 도움이 필요하시면, **1-800-464-4000 (TTY 711)** 번으로 전화해 언어지원 서비스를 요청하십시오. 요일 및 시간에 관계없이 언제든지 도움을 제공해 드립니다(공휴일 제외). 또한 보조기구 및 대체 형식의 자료를 지원해 드릴 수 있습니다.

Laotian: ນີ້ແມ່ນຂໍ້ມູນສໍາຄັນຈາກ Kaiser Permanente. ຖ້າວ່າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການຊ່ວຍໃຫ້ເຂົ້າໃຈຂໍ້ມູນນີ້, ກະລຸນາໂທ **1-800-464-4000 (TTY 711)** ແລະ ຂໍເອົາການຊ່ວຍເຫຼືອດ້ານພາສາ. ການຊ່ວຍເຫຼືອມີໃຫ້ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ, ບໍ່ວອມວັນພັກຕ່າງໆ. ພວກເຮົາຍັງສາມາດຊ່ວຍທ່ານໃນດ້ານອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ຮູບແບບທາງເລືອກອື່ນໄດ້.

Mien: Naaiv se benx jienv sic dauh waac-fienx yiem naaiv Kaiser Permanente bun daaih. Beiv taux meih qiex longc mienh tengx doqc naaiv deix waac-fienx liouh porv bun bieqc hnyouv nor, daaix luic douc waac daaih lorx **1-800-464-4000 (TTY 711)** aengx caux tov heuc tengx nzie faan waac bun muangx. Mbenc nzoih liouh tengx yiem yietc hnoi benx 24 norm ziangh hoc, yietc norm liv baaiz mbenc maaih 7 hnoi, simv cuotv hnoi-gec oc. Yie mbuo corc haih mbenc wuotc ginc jaa-dorngx tengx nzie goux aengx caux liouh bun ginv longc sou-guv daan puix horpc meih.

Navajo: Díí éí hane' bíhólníihii át'éego Kaiser Permanente yee nihalne'. Díí hane'ígíí doo hazhó'ó bik'i'í diitjhgóó t'áá shqódi koji' hodíílnih **1-800-464-4000 (TTY 711)** áko saad bee áká i'ilyeed yídííkił. Kwe'é áká aná'álwo' t'áá álahjji' naadiindjji' ahéé'ílkidgóó dóó tsosts'id jį ąą'át'é. Dahodíizingóne' éí dá'deelkaal. Áádóó hane' bee bik'i' di'díííííííííí dóó t'áá lahgo át'éego hane' nich'į ádoolnííł.

Punjabi: ਇਹ Kaiser Permanente ਵਲੋਂ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਲਈ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ **1-800-464-4000 (TTY 711)** 'ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਲਈ ਪੁੱਛੋ। ਮਦਦ, ਛੁੱਟੀਆਂ ਨੂੰ ਛੱਡ ਕੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਅਤੇ ਦਿਨ ਦੇ 24 ਘੰਟੇ ਮੌਜੂਦ ਹੈ। ਅਸੀਂ ਸਹਾਇਕ ਸਾਧਨਾਂ ਅਤੇ ਵਿਕਲਪਿਕ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਵੀ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ।

Russian: Это важная информация от Kaiser Permanente. Если Вам требуется помощь, чтобы понять эту информацию, позвоните по номеру **1-800-464-4000 (линия TTY 711)** и попросите предоставить Вам услуги переводчика. Помощь доступна 24 часа в сутки, 7 дней в неделю, кроме праздничных дней. Мы также можем помочь вам с вспомогательными средствами и альтернативными форматами.

Spanish: Esta es información importante de Kaiser Permanente. Si necesita ayuda para entender esta información, llame al **1-800-788-0616 (TTY 711)** y pida asistencia en su idioma. Hay ayuda disponible 24 horas al día, 7 días a la semana, excepto los días festivos. También podemos ayudarle con recursos para discapacidades y formatos alternativos.

Tagalog: Ito ay mahalagang impormasyon mula sa Kaiser Permanente. Kung kailangan ninyo ng tulong para maunawaan ang impormasyong ito, mangyaring tumawag sa **1-800-464-4000 (TTY 711)** at humingi ng tulong kaugnay sa wika. May makukuhang tulong 24 na oras bawat araw, 7 araw bawat linggo, maliban sa mga araw na pista opisyal. Matutulungan din namin kayo sa mga pantulong na gamit o serbisyo at mga alternatibong format.

Thai: นี่เป็นข้อมูลสำคัญจาก Kaiser Permanente หากคุณต้องการความช่วยเหลือในการทำความเข้าใจข้อมูลนี้ โปรด โทร **1-800-464-4000 (โทรฟรี TTY 711)** และขอความช่วยเหลือด้านภาษา เราพร้อมให้ความช่วยเหลือตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์ ยกเว้นวันหยุดราชการ เรายังสามารถจัดหาอุปกรณ์และวัสดุช่วยเหลือในรูปแบบอื่นได้อีกด้วย

Ukrainian: У цьому повідомленні міститься важлива інформація від Kaiser Permanente. Якщо надана інформація не зрозуміла й вам потрібна допомога, зателефонуйте за номером **1-800-464-4000 (TTY 711)** і попросіть надати вам послугу перекладача. Наші співробітники надають допомогу цілодобово, 7 днів на тиждень, за винятком святкових днів. Також ми можемо допомогти вам, надавши допоміжні засоби й матеріали в альтернативних форматах.

Vietnamese: Đây là thông tin quan trọng từ Kaiser Permanente. Nếu quý vị cần được giúp đỡ để hiểu rõ thông tin này, vui lòng gọi số **1-800-464-4000 (TTY 711)** và yêu cầu được cấp dịch vụ về ngôn ngữ. Quý vị sẽ được giúp đỡ 24 giờ trong ngày, 7 ngày trong tuần, trừ ngày lễ. Chúng tôi cũng có thể giúp quý vị với các phương tiện trợ giúp bổ trợ và hình thức thay thế.

More care options while you're away from home



No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.



Nonurgent care

Use your **kp.org** account or the Kaiser Permanente app across the U.S. to:

- Get 24/7 care and advice from Kaiser Permanente clinicians by phone or online
- Access care by phone,¹ video,¹ or e-visit – usually at no cost²
- Email nonurgent questions to your doctor's office



Urgent care³

You can get urgent care anywhere in the world. At many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance for care or prescriptions⁴ related to your urgent care visit – no need to file a claim later:

- Cigna PPO Network⁵
- MinuteClinic, including pharmacies⁶
- Concentra Urgent Care⁶
- The Little Clinic, including pharmacies⁶

At all other locations, you must pay the full cost of care upfront and file a claim for reimbursement later.



Emergency care⁷

No matter where you are, you can simply go to the nearest hospital emergency room. If it's a Kaiser Permanente location or Cigna PPO provider, you'll only pay your normal copay or coinsurance.

Support while you're away

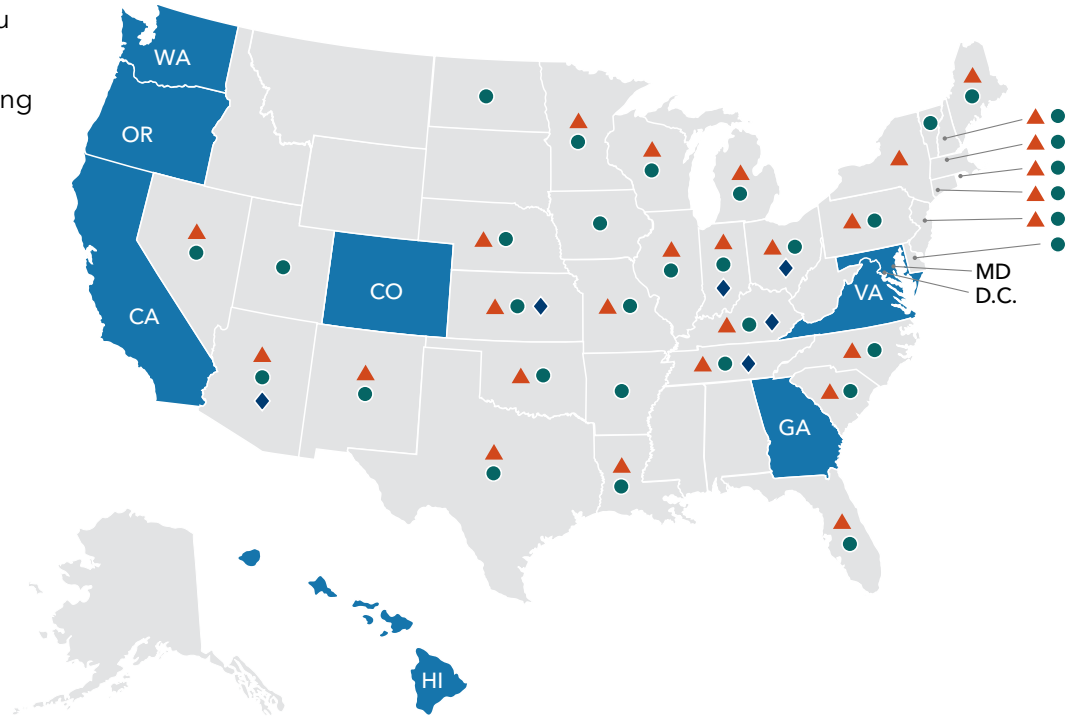


Need help finding care or learning what's covered while you're away? Call the Away from Home Travel Line at **951-268-3900 (TTY 711)**⁸ or visit **kp.org/travel**.

Find care near you

At home or on the go you can get care where and when you need it. Traveling Kaiser Permanente members have access to nonurgent, urgent, and emergency care across the U.S.

-  Kaiser Permanente
-  Cigna PPO Network
-  Concentra Urgent Care
-  MinuteClinic, including pharmacies
-  The Little Clinic, including pharmacies



1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. **2.** If you have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits. **3.** An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. **4.** GA commercial members are required to pay upfront and seek reimbursement for prescriptions. If employee is in a state that has Kaiser Permanente providers, but outside one of our service areas, the member pays upfront for services and prescriptions and will need to file a claim for reimbursement. Maintenance medications (e.g., blood pressure, cholesterol), high cost or specialty medications are not included in this benefit, and the member will need to file a claim for reimbursement. Reimbursement is subject to the pharmacy benefit as described in the member's *Evidence of Coverage* or other coverage documents. **5.** The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. **6.** MinuteClinic, Concentra Urgent Care, and The Little Clinic payment experiences vary by plan. **7.** If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. **8.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

The Cigna PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc.

Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO Network is available through Cigna's contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 1300 SW 27th St., Renton, WA 98057

Kaiser Permanente Insurance Company (KPIC), One Kaiser Plaza, Oakland, CA 94612

Care while you're away at college

Getting care may look different while you're away from home

Routine in-person care

Get routine and preventive care before heading to school so your daily health needs are covered. Chat with your doctor about any health concerns, sleep issues, prescriptions, immunizations, and mental health needs.

If you need routine care while you're away at school, how you get it depends on where your college is located:

- **My school is in the same state as my home.** Getting routine care works the same as when you're home. Visit your personal doctor or a Kaiser Permanente facility near your school.
- **My school is in a different Kaiser Permanente state.** Kaiser Permanente is in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.¹ If your school and home are in different states, set up a visiting medical record number for your new state. Then, you can get routine care at a Kaiser Permanente facility near your school.
- **My school isn't in a Kaiser Permanente state.** Routine in-person care isn't covered while you're away at college. You'll have to pay out of pocket for routine care outside Kaiser Permanente. However, certain plans in Colorado, Hawaii, Oregon, and Southwest Washington offer limited out-of-area dependent coverage. To find out if the plan qualifies, members can call the Travel Line at **951-268-3900**.



How to set up a visiting medical record number

If your school is in another Kaiser Permanente state, you'll need to add that area of care to your account.

- **Online** – Sign in to your kp.org account. In the top-right corner next to **Region of care**, click on your region and select **Add a region of care**.
- **In the Kaiser Permanente app** – Tap on the profile icon in the top-right corner. Select **Area of Care** and **Add an Area of Care**. Not available on the Kaiser Permanente Washington app.

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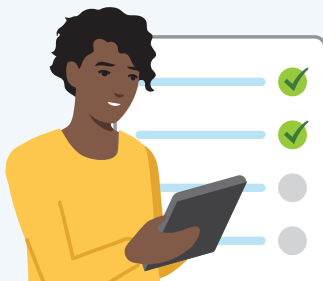
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Before you go

- ✓ Get routine care and new prescriptions.
- ✓ Create a kp.org account and download the Kaiser Permanente app.⁶
- ✓ Set up a visiting medical record number if needed.
- ✓ Set up prescription refill reminders.

While you're away

- ✓ Use our app to email your doctor with nonurgent health questions, have refills delivered to you, and more.⁷
- ✓ Get care by phone or online anytime.⁸
- ✓ Call the Away from Home Travel Line to get help whenever you need it:
951-268-3900
(TTY 711).⁹
- ✓ Visit kp.org/travel.



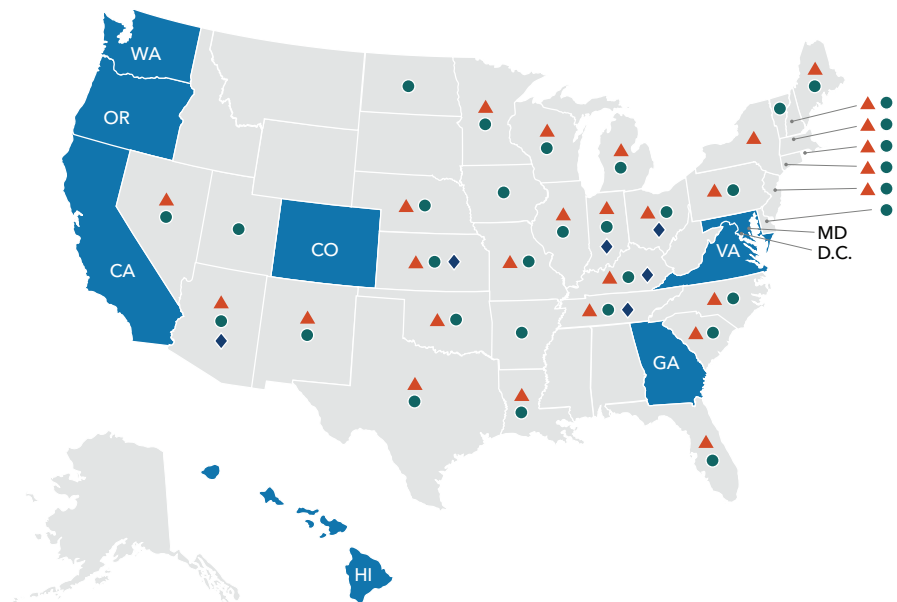
24/7 virtual care

Get care and advice by phone or online from a Kaiser Permanente clinician anytime, across the U.S.² Phone and video visits work well for issues that don't need an in-person exam – like a urinary tract infection or the flu. Sign in to your kp.org account to find the right care method for you and see what's available.

Urgent and emergency care

You're covered for urgent and emergency care anywhere in the world.³ When you're in a Kaiser Permanente state, you can visit one of our facilities for urgent care. Outside Kaiser Permanente states, you'll pay only your copay or coinsurance at many locations, including Cigna HealthcareSM PPO Network providers, Concentra Urgent Care, MinuteClinic locations, and The Little Clinic.^{4,5}

Where to get care while you're away at school



- Kaiser Permanente
- Cigna Healthcare PPO Network
- Concentra Urgent Care
- ▲ MinuteClinic, including pharmacies
- ◆ The Little Clinic, including pharmacies



Visit kp.org/travel to learn more about getting care while you're away at school.

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1. Maryland, Virginia, and Washington, D.C., are the same area of care. Students from this area don't need to set up a visiting medical record number. Northern California and Southern California are different areas of care. Southwest Washington is a different area of care than the rest of the state. California and Washington students whose home and school are in different parts of the state should set up a visiting medical record number. **2.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. **3.** If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. **4.** The Cigna HealthcareSM PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. **5.** When you access Cigna Healthcare, Concentra Urgent Care, MinuteClinic locations, and The Little Clinic providers, your coverage will vary by the type of Kaiser Permanente health plan. **6.** Kaiser Permanente Washington members must download the Kaiser Permanente Washington app. **7.** These features apply to care you get at Kaiser Permanente facilities. Prescription delivery may not be available in select states due to licensing laws. Laws differ by state. To use the Kaiser Permanente app, you must be a member registered on kp.org. **8.** See note 2. **9.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

The Cigna Healthcare PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc.

The Cigna Healthcare PPO Network is not available to members enrolled in 3-Tier Point-of-Service (POS) and PPO coverage issued by Kaiser Foundation Health Plan of the Northwest, Kaiser Foundation Health Plan of Washington, and Kaiser Foundation Health Plan of Washington Options, Inc.

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Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 1300 SW 27th St., Renton, WA 98057

Caring for the whole you

Mental health and addiction care services



Mental health care goes hand-in-hand with all the care we provide.

Primary care

Talk to your primary care doctor about any mental health or substance use concerns anytime. Your doctor can assess your needs and connect you with the right care.

Specialty care

Visit kp.org/mentalhealthservices for information on available options and how to make an appointment with a Kaiser Permanente mental health care professional – no referral needed. This includes dedicated help for those struggling with alcohol or drugs. If you or someone you love needs support, talk to your doctor or visit kp.org/addiction.

Self-care and wellness resources

You have access to many tools including self-care apps that can help with stress, anxiety, and sleep – available at no cost. You can also try wellness coaching, join a health class,¹ and take online self-assessments. Visit kp.org/wellnessresources to learn more.



Connected care

Your entire Kaiser Permanente care team is connected to each other, and to you, through your electronic

health record. So, it's easy for our doctors to consult with one another about your care. Your team may include many health professionals to support you, including:

- Primary care doctors
- Psychiatrists
- Therapists
- Addiction medicine specialists



Common conditions

We provide assessment and treatment for a variety of mental, emotional, and substance use issues, including but not limited to:

- Anxiety and stress
- Attention deficit hyperactivity disorder (ADHD)
- Autism spectrum disorders
- Bipolar disorder
- Depression
- Eating disorders
- Obsessive-compulsive disorder (OCD)
- Personality disorders
- Postpartum depression
- Post-traumatic stress disorder (PTSD)
- Schizophrenia
- Sleep problems
- Substance use disorders

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Support and resources

You can count on us to help guide you throughout your journey with a wide range of treatment. These include but aren't limited to:

- Classes and support groups¹
- Digital wellness resources
- Healthy lifestyle programs
- Integration with primary care
- Intensive outpatient services
- Inpatient services
- Outpatient services
- Preventive care
- Recovery and social support
- Self-care apps
- Wellness coaching



Self-care at your fingertips

It's common to struggle with everyday life sometimes. These no-cost self-care apps can help you with stress, sleep, depression, and more.^{2,3}



Calm is the number one app for sleep, meditation, and relaxation.⁴



Headspace Care provides 1-on-1 emotional support coaching by text and self-care activities to help with many common challenges.⁵

Many ways to get care

You can connect with a mental health or substance use professional when and where it works for you.



24/7 advice: Speak to licensed care professionals who can help connect you with a clinician, schedule appointments, and offer immediate care guidance



Video visit: Face-to-face care from a clinician on your smartphone or computer⁶



E-visit: Online questionnaire to provide a personalized care plan⁷



Phone appointment: High-quality care over the phone – just like an in-person visit⁶



Email: Message your Kaiser Permanente doctor's office with nonurgent health questions anytime



In-person: Meet with a clinician for personalized care

No matter how you reach out, you can get connected to the right care.

To understand your care options and connect to the support you need, visit kp.org/mentalhealthservices.

For emergency care

If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital.⁸

1. Some classes may require a fee. 2. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 3. Calm can be used by members 13 and over. The Headspace Care app and services are not available to any members under 18 years old. 4. Calm is the number one app for sleep, meditation, and relaxation. Learn more at calm.com/blog/about. 5. Eligible Kaiser Permanente members can text with a coach using the Headspace Care app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace Care app for the remainder of the year at no cost. 6. When appropriate and available. 7. Mental health e-visits are not currently available in Colorado. 8. If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.

Kaiser Foundation Health Plan, Inc., 1950 Franklin St., Oakland, CA 94612. Kaiser Foundation Health Plan, Inc., 393 E. Walnut St., Pasadena, CA 91188. Kaiser Foundation Health Plan, Inc., 711 Kapiolani Blvd., Honolulu, HI 96813. Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232. Kaiser Foundation Health Plan of Colorado, 10350 E. Dakota Ave., Denver, CO 80247. Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305. Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., 2101 E. Jefferson St., Rockville, MD 20852. Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 2715 Naches Ave. SW, Renton, WA 98057.