Healthy together

Care and coverage that fits your life

tp.org/wa

2018 Enrollment | Washington | Core Plans
Welcome to care that fits your life

Your doctor, your choice
Choose your doctor based on what’s important to you. Go to Find Doctors on kp.org/wa for details about education, specialties, languages spoken, and more. You can also change doctors at any time.

Right care, right time
Get the care you need when you need it with routine, specialty, urgent, and emergency care. If you’re ever unsure where to go, call us for 24/7 care advice by phone.

Online, on the go
Using a computer or our mobile app, you can view your medical record, refill prescriptions, and find wellness tools, classes, and discounts.

Many services under one roof
Do more in less time. In most of our facilities, you can see your doctor, get a lab test or X-ray, and pick up prescriptions – all in a single trip.

More care options
How you get care is up to you. Besides in-person visits, there are online visits at kp.org/wa. Choose a phone appointment, or email nonurgent questions to your doctor’s office.

Experience the Kaiser Permanente difference

To be healthy, you need quality care that’s simple, personalized, and hassle-free. At Kaiser Permanente, care and coverage come together – so you get everything you need to stay on top of your health in one easy-to-use package.

- Quality care with you at the center
- Great care, great results
- Your care, your way
- Care when and where you need it
- Find a facility near you
- Other network care providers
- Get more from your health plan

1 These features are available when you get care at Kaiser Permanente facilities.

Note: Kaiser Permanente Washington region does not include the Vancouver/Langley area. Those are part of Kaiser Permanente Northwest.
Care and coverage that fits your life

Kaiser Permanente

Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.

Great care from great doctors

Doctors at Kaiser Permanente come from some of the top medical schools, and many of them have practiced at leading hospitals across the country. No matter which personal doctor you choose, you’ll be in highly skilled, experienced hands – and your health is their chief concern.

Choosing a doctor – your partner in health

We make it easy to find the doctor who’s right for you – and you’re free to change doctors at any time, for any reason. Having a good relationship is important because your personal doctor is your biggest health advocate. Your physician will coordinate your care journey, and you’ll work closely together to make decisions about your health.

Better care with a connected team

Your doctor, nurses, and other specialists all work together to keep you healthy. They’re connected to each other, and to you, through our electronic health record. So they know important things about you and your health – like when you’re due for a screening and what medications you’re taking. That way, you get care that’s tailored for your individual needs.

Personalized care for all patients

Care at Kaiser Permanente isn’t one-size-fits-all. We believe your story, background, and values are as important as your health history. To deliver care that’s sensitive to all cultures, ethnicities, and lifestyles, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of all backgrounds

Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we’ve got you covered.

Preventive care to keep you healthy

Preventive care is key to how we practice medicine at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role – your preventive care services are tracked in the system, which triggers automatic reminders when you’re due for your next screening. We’ll let you know when to come in so you’re free to focus on living your life.

Support for ongoing conditions

If you’re struggling with a condition like diabetes or heart failure, you’re automatically enrolled in a disease management program for personal coaching and support, or you can request to be enrolled. With a well-rounded approach backed by proven best practices and advanced technology, we’ll help you get the care you need to continue living life to the fullest.

A leader in clinical quality

In 2016, Kaiser Permanente led the nation in 21 effectiveness-of-care measures, including prevention and screening, cardiovascular care, and comprehensive diabetes care.

Kaiser Permanente Washington’s commercial HMO was rated the top-performing health plan in the nation in the 2016 National Alliance of Healthcare Purchaser Coalitions eValue8 survey. One reason was we set the survey’s national benchmark for “helping members get and stay healthy” and “helping members manage chronic conditions.”

Specialty care when you need it

Preventive care can help keep you healthy, but we’re also here for you if you get sick or need specialty care. We have one of the largest multispecialty medical groups in the country, so we can connect you with the right specialist faster. And you don’t need referrals for many specialties that are offered by Washington Permanente Medical Group.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care – all combined to help you recover quickly.

Washington Permanente Medical Group is the top performing medical group in Washington state for the 10th year in a row.

1Washington Health Alliance 2016 Community Checkup: Ranking applies to then Group Health Cooperative’s medical group, formerly named Group Health Permanente, P.C. and now named Washington Permanente Medical Group, P.C.

2Kaiser Foundation Health Plan of Washington’s (formerly named Group Health Cooperative) commercial HMO rated the top health plan in the United States in the 2016 eValue8 survey. Managed by the National Alliance of Healthcare Purchaser Coalitions (formerly National Business Coalition on Health), eValue8 is an evidence-based resource created by business coalitions and employers like Boeing, Marriott, and General Motors to measure and evaluate health plan cost, quality, and performance.
Your care, your way

Get care when and how you want it at Kaiser Permanente. With more options to choose from, it’s easier to stay on top of your health.

Choose how you connect to care

- **Online**
  Email your doctor’s office anytime with nonurgent questions. You’ll usually get a response within 2 business days — if not sooner. Or get quick care for common conditions at kp.org/wa/onlinevisit.

- **Walk-in clinics**
  Drop in for quick, professional care for minor needs at walk-in clinics at six of our medical offices or at our CareClinics at Bartell Drugs in 15 locations. No appointment required.

- **Phone**
  You may be able to save a trip to the doctor’s office by having a phone appointment instead. We also offer a helpline for care guidance and advice by phone 24/7.

- **Doctor’s office**
  Most of our medical offices have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription — all in the same trip.

Manage your health your way

- **Online**
  Stay on top of your Kaiser Permanente care at kp.org/wa. Once you’re registered, you can view your medical record, refill most prescriptions, schedule routine appointments, and more.

- **In app**
  Manage your care anytime, anywhere. Access many of the features on kp.org/wa with the Kaiser Permanente Washington mobile app. Learn more at kp.org/wa/mobile.

Care when and where you need it

It’s easy for you and your family to get the care you need. There are either Kaiser Permanente facilities or other network providers in your area, offering a wide range of care and services.

**Convenient care near you**

With multiple locations to choose from, it’s easy to find one near home or work. At Kaiser Permanente facilities, we offer same-day, next-day, after-hours, or weekend services at many of our locations, along with pediatrics, physical therapy, eye care, and other specialty departments. You can also see different doctors at different locations – whatever works best for you.

**Getting care anytime, anywhere**

**Emergency care**

If you ever need emergency care, you’re covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.

**Care away from home**

If you get hurt or sick while traveling, we’ll help you get care.

- You can call a consulting nurse 24/7 who will evaluate your symptoms and advise you on what to do next.
- If you’re looking for a plan provider nearby or a Kaiser Permanente facility (which Core plan members can use while traveling), call Member Services. For care at a Kaiser Permanente facility outside of your plan’s service area, they’ll issue you a visiting member ID number.

See the next page for a list of our locations in your area.
Find a facility near you

Our goal is to make it as easy and convenient as possible for you to get the care you need when you need it. Please refer to the map below and on the following page, or visit kp.org/wa/provider-directory to find the one nearest you.

Some Kaiser Permanente Spokane locations were formerly named Columbia Medical Associates.
Other network care providers

You want the best care possible no matter where you live. So we look for the same quality and philosophy of care in our community providers that we expect from our own doctors and staff.

Meeting our high standards
Kaiser Permanente sets high standards for all Core network providers in clinical quality and patient satisfaction, so you can feel confident whoever you choose to see. We also work closely with our network providers to help them improve your care experience.

Sharing quality care resources
Our community providers can access Kaiser Permanente’s clinical resources, including:
- Detailed treatment guides on a wide range of conditions.
- Clinical tips for daily practice.
- Safety information on new drugs.
- New research results that can benefit patients.
- Additional training and continuing education opportunities.

Supporting preventive care
We’ll send your community provider monthly reports on any screenings or tests our coverage records indicate you’re overdue for. This reminds your doctor to provide this important preventive care at your next visit.

Extending the reach of our care system
As a member, you can find the right provider for you from among 49 hospitals and 9,000 practitioners1 in the Core network, in addition to the clinicians at our own medical facilities. Kaiser Permanente surgeons and specialists provide care at 7 major hospitals in Western Washington. In addition, hospitalists and care managers coordinate your in-patient care at 8 hospital locations, providing an added level of support when you need it most.

Get more from your health plan

Good health goes beyond the doctor’s office. That’s why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

Tools and resources for good health

- Wellness blog
  Visit wa-health.kaiserpermanente.org for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.

- Healthy lifestyle programs
  Find discounts on fitness facilities nationwide, exercise videos and workout equipment, and weight management programs at globalfit.com/kpwa. Or get help reaching your health goals with personal wellness coaching — new in 2018.

- Classes and support groups
  Sign up for health classes and support groups at Kaiser Permanente medical facilities and some community locations. See what’s available near you at kp.org/wa/classes — some may require a fee.

- Help to quit smoking
  Quit for good with one of the country’s most successful tobacco cessation programs — at no additional cost. Phone-based or online. Visit quitnow.net/kpwa for details.

- Special rates for members
  Enjoy a 20 percent discount on acupuncture, naturopathy, chiropractic care, yoga, Pilates, and more with Complementary Choices. Learn more at kp.org/wa/alternative-medicine.

- Sponsored events
  Connect with other fitness enthusiasts at our sponsored events across Washington, including walking, running, biking, and cooking. Look for upcoming events at kp.org/wa/community-events.

1Source: OIC Provider Network Form A
Kaiser Permanente 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 on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. Kaiser Permanente does not exclude, deny benefits to, or otherwise discriminate against individuals on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

Kaiser Permanente:
Provides free aids and services to people with disabilities to communicate effectively with us, such as:
• Qualified sign language interpreters
• Written information in other formats (large print, audio, accessible electronic formats, other formats)

Kaiser Permanente:
Provides 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 Member Services.

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 by phone, mail, fax, or email. If you need help filing a grievance, a Kaiser Permanente Member Services Representative 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:

Kaiser Permanente Members:
• Information written in other languages
• Qualified interpreters
• Written information in other formats (large print, audio, accessible electronic formats, other formats)

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Kaiser Permanente Nondiscrimination Notice and Language Access Services

Kaiser Foundation Health Plan of Washington

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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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Oromiffa (Oromo): XIYYEEFFANNAA: Afaan dububstu Oromii, tagajita gaargoo aanoo waa fakibeyn, kafadhaa aanoo ni argama. Bilbiskii

1-888-901-4636 (TTY: 1-800-833-6388 or 711).

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


Oromiffa (Oromo): XIYYEEFFANNAA: Afaan dububstu Oromii, tagajita gaargoo aanoo waa fakibeyn, kafadhaa aanoo ni argama. Bilbiskii

1-888-901-4636 (TTY: 1-800-833-6388 or 711).
Care is just a click away
Digital tools designed to make your life easier

Once you join ...
Visit kp.org/wa/getstarted to get started. It’s easy to register at kp.org/wa/register, transfer your prescriptions, find a doctor, and take a health assessment with an instant report. And if you need help, just give us a call.

Already a member?
Manage your care online anytime at kp.org/wa. If you haven’t already, go to kp.org/wa/register so you can start ordering most prescription refills, get reminders about needed care, and view coverage documents. If you get care at Kaiser Permanente, you can start emailing your doctor’s office with nonurgent questions, schedule routine appointments, and more.

Want to learn more?
Visit kp.org/wa or call Member Services Monday through Friday, 8 a.m. to 5 p.m.
• 1-888-901-4636 (English and more than 150 languages with our interpreter services)
• 711 (TTY)
New Member helpline: 1-888-844-4607

Stay connected to good health
facebook.com/kpthrive or facebook.com/kaiserpermanetewashington/
youtube.com/kaiserpermanentewashington/
@kpthrive, @kpshare, @kptotalhealth, @kpwashington
instagram.com/kp_washington
The right choice for a healthier you

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.