



TEAMSTERS TRUST BENEFITS INSIDER

FOR KAISER PERMANENTE PARTICIPANTS

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Online Visit Offers Immediate Care

There's no replacement for the care you receive from your regular physician, but when you are unable to see your doctor and would like immediate care for common health concerns, Kaiser Permanente (formerly Group Health) offers Plan participants online consultations with board-certified physicians.

With Online Visit, Kaiser Permanente Plan participants receive quick online care for many common health concerns, such as colds and flu, allergies, ear infections or sinus problems. This service is available to all Kaiser Permanente Plan participants and covered family members at no cost. Any medications, treatments or tests you may need following your consultation are subject to your regular plan benefits, for which you could have some out-of-pocket costs.

Here's how it works:

STEP 1

Visit www.kp.org/wa to set up your account, if you do not already have one. You must be registered to access the secure member site

STEP 2

Log in to your account and begin an Online Visit.

STEP 3

Complete a questionnaire and submit it.

STEP 4

A clinician will diagnose your condition, and email you a treatment plan typically within two hours.

STEP 5

Follow the advice and fill any prescriptions.

You may start an online visit anytime. You will get a treatment plan in your Message Inbox when you submit the questionnaire during these hours: **9 a.m. – 9 p.m., 7 days a week**, including holidays. If you submit a questionnaire outside of the above hours, you will get a response near the start of the next session. Responses are sent in the order received.

Please note that for more complex concerns, you will need to visit your regular care team, a Walk-in CareClinic located in certain Bartell Drugs locations, Urgent Care, or if the issue is life-threatening, the emergency room.

NEED MEDICAL ADVICE?

If you have a medical question or concern, are not sure if you need care right away, or would like advice about home treatment, you can always call your 24-hour Consulting Nurse helpline to speak with a registered Nurse: **(800) 297-6877**.





Group Health is Now Kaiser Permanente

You may already know that on Feb. 1, 2017 Group Health was acquired by national health leader, Kaiser Permanente. But what you may not know is who Kaiser is, or how exactly this transition might impact your coverage.

Who is Kaiser Permanente?

Kaiser Permanente is one of America's leading health care providers and not-for-profit health plans. They provide high-quality, affordable health care services to more than 11.3 million members in eight states and the District of Columbia – and now in Washington state. By joining Kaiser Permanente, Group Health has become part of the largest integrated health system in the nation.

Will this change my coverage?

No. Your premiums, benefits and costs

will stay the same in 2017, as will your member number.

Will I have to change doctors?

No. You and your family can continue to see the same in-network physicians you currently visit.

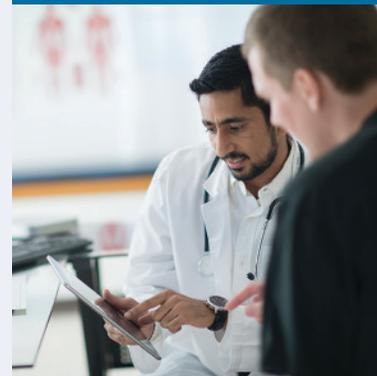
Can I go to the same locations?

Yes. The name on the buildings will change, but the same convenient clinics — with doctors' offices, lab, pharmacy, and X-ray usually under one roof — will continue to serve you. The same goes for online services, including secure messaging with your doctor.

To learn more visit www.kp.org/wa or call Kaiser Permanente Member Services at **(888) 901-4636**.

DID YOU KNOW?

On top of the existing 25 primary care clinics in 17 cities, three urgent-care facilities and four outpatient surgery centers, over time Kaiser Permanente will add integrated care and coverage in an additional 19 counties in Washington state.



Stay on Top of Medications with Mail-Order

Getting to a pharmacy for a refill can be challenging, making it hard to stay on top of medications. With your Kaiser Permanent mail-order prescription benefit, you can be sure you have your medications when you need them.

Refills can be mailed to your home with no shipping or handling fees by using the Mail Order option. Be sure to plan ahead if you use this service as deliveries can take up to 10 days,

although in most cases, they may arrive sooner.

Call the Kaiser Permanente Mail Order Pharmacy Service at **(800) 245-7979** or download a mail order request form at www.wateamsters.com, include a check or your credit card information, and drop the form in the mail. To fax, complete a mail order request form and fax the form to **(206) 901-4443**.



Support Can Make All the Difference

Studies show that having a support team is one of the most important factors in successfully reaching health goals. If you have a chronic medical condition, it is especially important to get the help you need to effectively manage your condition so you feel your best.

In addition to your doctor's support, Kaiser offers several no-cost, six-week workshops to help you learn how to manage your chronic condition, chronic pain or diabetes and improve your quality of life. You can attend in-person group sessions or participate in online workshops, called Better Choices, Better Health®.

The "Living Well with Chronic Conditions" Workshops help people learn how to manage chronic conditions and improve their quality of life. Trained volunteer leaders, many of whom also have chronic health conditions, will help you set your own goals and make a step-by-step plan to improve your health and your life. Workshops are for all ages and are free of charge. In-person, group sessions are offered at Kaiser Permanente Medical Center locations in western Washington.

Visit the "For Members" section at www.kp.org/wa, and select "Classes & Events" to learn more about specific classes and to enroll.

TAKE ACTION

According to the American Cancer Society, the average smoker gains up to three hours a day just by kicking the tobacco habit.



Kick the Habit!

We all know the health risks of tobacco, but that doesn't make it any easier to kick the habit. With the right game plan, you can break the addiction cycle and join the millions of people who've quit tobacco for good.

If you are a Kaiser Permanente Plan participant or covered dependent 18 years of age and older, you have access to the Quit For Life® Program. You'll receive personalized telephone and online support with a variety of tools to help you get ready, take action and live a tobacco-free life – all at no cost to you.

Quit For Life coaches get it. Many are former tobacco users themselves and know how challenging and frustrating quitting can be. Working with your coach will help you:

- **Quit at Your Own Pace.** Quit on your terms, but get the help you need, when you need it.
- **Conquer Your Urges to Smoke.** Gain the skills you need to control cravings, urges and situations involving tobacco.
- **Use Medications to Make Quitting Easier.** Learn how to supercharge your quit attempt with the proper use of nicotine substitutes or medications.
- **Don't Just Quit, Become a Non-Smoker** Once you've stopped using tobacco, learn never again to have that "first" cigarette.

Visit <http://wateamsters.com/wellness/tobacco cessation/> to learn more. Ready to sign up? Call Quit For Life at **(800) 462-5327** or go online to www.quitnow.net/ghc.



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THE TAKEAWAY

My Benefits: Numbers to Know

Washington Teamsters Welfare Trust	(800) 458-3053	www.wateamsters.com
Kaiser Permanente network	(888) 901-4636	www.kp.org/wa
Mail order prescription drug claims and refills	(800) 245-7979	
24-hour Nurse Line	(800) 297-6877	
Kaiser Permanente Behavioral Health Access	(888) 287-2680	
Dental claims, benefits, network provider listing	(800) 554-1907	www.DeltaDentalWA.com
Vision claims, benefits, network provider listing	(800) 732-1123	www.nwadmin.com
Quit For Life® Program	(800) 462-5327	www.quitnow.net/ghc