

# Find your healthy place

With care designed to help you thrive



# Welcome to care that fits your life

## Your doctor, your choice

Choose your doctor based on what's important to you. Go to [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) for details on your provider network, and on the education, specialties, and languages spoken for doctors near you. You can also change doctors at any time.

## Online, on the go

Using a computer or our mobile app, you can view your medical record,<sup>1</sup> refill prescriptions, and find wellness tools, classes, and discounts.

## More care options

Chat online with a clinician, 24/7, at [kp.org/wa](https://kp.org/wa). Schedule a phone, video, or in-person visit. Or email nonurgent questions to your doctor's office.<sup>1</sup>

## Right care, right time

Get the care you need when you need it with routine, specialty, urgent, and emergency care. Or call our 24/7 nurse helpline.

## Many services under one roof

Do more in less time. At most of our care facilities, you can see your doctor, get a lab test or X-ray, and pick up prescriptions – all in a single trip.<sup>1</sup>

# Experience the Kaiser Permanente difference

To be healthy, you need quality care that's simple, personalized, and hassle-free. With Kaiser Permanente, we bring care and coverage together so you get everything you need for your health in one easy-to-use package.

	<b>Quality care with you at the center</b>	4
	<b>Great care, great results</b>	5
	<b>Your care, your way</b>	6
	<b>More choice, more flexibility</b>	7
	<b>Care away from home</b>	8
	<b>Get more from your health plan</b>	9
	<b>Making it easier to switch plans</b>	10

Note: Kaiser Permanente Washington region does not include Clark and Cowlitz counties. That area is part of Kaiser Permanente Northwest.



# Quality care with you at the center

Our physician-led care teams at Kaiser Permanente work together to help 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, and you'll work closely together to make decisions about your health.



## One stop for many services

Most of our medical facilities 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.<sup>1</sup>



## Better care with a connected team

Your doctor, nurses, and other specialists all work together to help keep you healthy. At Kaiser Permanente facilities, they're connected to each other, and to you, through your 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 help keep you healthy to high-quality care if you get sick, Options POS has you covered.



## Preventive care to help keep you healthy

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

That's why most of our plans cover preventive care with little or no out-of-pocket costs. And we send automatic reminders when you're due for your next screenings.



## 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. You have access to excellent specialists locally and across the country, and don't need a referral for most specialty care.

Your physician will work with Kaiser Permanente if you need a specialist or procedure that does require preauthorization. Choosing in-network providers will also keep out-of-pocket costs lower.

When you need more choice, the Options POS out-of-network coverage gives you access to additional clinicians and hospitals in Washington state and across the country.



## Support for ongoing conditions

If we're aware that you're struggling with a condition like diabetes or asthma, you may be automatically enrolled in a disease management program for personal coaching and support. Or you can ask to be enrolled.

With a well-rounded approach backed by proven best practices, we'll help you get the care you need to continue living life to the fullest.



## A leader in clinical quality

Kaiser Permanente plans give you access to Washington Permanente Medical Group. Their leadership in clinical quality includes:

- One of the top-ranked medical groups in the state for 14 years in a row<sup>2</sup>
- Nationally Recognized Patient-Centered Medical Home for high-quality care focused on patients<sup>3</sup>
- One of only 17 medical groups in the country to receive the Acclaim Award for physician-led innovations<sup>4</sup>



# 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. Learn more about your care options at [kp.org/wa/getcare](https://kp.org/wa/getcare).

## Choose how you connect to care

### Click<sup>1</sup>

#### 24/7 Care Chat

Sign in to your secure [kp.org/wa](https://kp.org/wa) account and get real-time medical care from a clinician, 24/7, at no additional charge.

#### Video visit

Meet face-to-face with a Kaiser Permanente clinician by video for high-quality personalized care.

#### E-visit

Get an online diagnosis for common medical issues that don't need a physical exam.

#### Email

Send secure messages to your Kaiser Permanente care team for nonurgent issues.

#### Manage your care

Check benefits, refill prescriptions and have them mailed to your home, and access health resources. You can also use the Kaiser Permanente Washington mobile app for many of the features available online. Learn more at [kp.org/wa/mobile](https://kp.org/wa/mobile).<sup>5</sup>

### Call

#### 24/7 Consulting Nurse Service

Call our nurse helpline for care advice 24/7.

#### Phone appointment<sup>1</sup>

Make an appointment to talk to your doctor over the phone.

### Come in

#### Doctor appointment

Most Kaiser Permanente Washington medical facilities 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.<sup>1</sup> Several of our medical facilities offer walk-in care for minor health issues – no appointment needed.

#### Urgent care

For urgent advice, call your doctor or our 24/7 nurse helpline. Find in-network urgent care and walk-in facilities in your area by searching urgent care and walk-in clinics at [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor).



# More choice, more flexibility

Kaiser Permanente providers and facilities offer a wide range of care and services. For even greater choice, the Kaiser Permanente Options POS network gives you access at your out-of-network benefit level to covered services from licensed providers and pharmacies across the country.



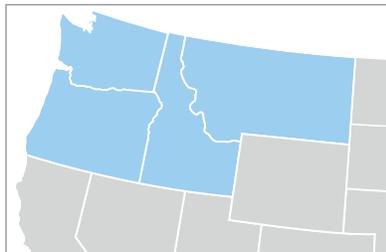
**Washington state**  
[kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor)

Go to [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) to search for doctors, facilities, pharmacies, hospitals, and more.

Find Kaiser Permanente facilities in Washington state at [kp.org/wa/locations](https://kp.org/wa/locations).



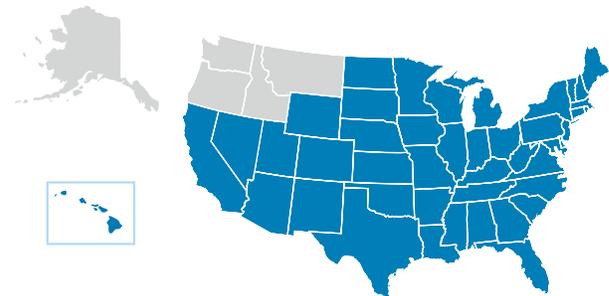
**Pacific Northwest**  
**First Choice Health network**  
[fchn.com](https://fchn.com)



You have access to out-of-network providers in Washington state, plus Oregon, Idaho, Montana, and Alaska through the First Choice Health network. You can find First Choice Health network providers at [fchn.com](https://fchn.com). Click "Find Care" and fill out search information. Select "Entire First Choice Health PPO Network" and view your results.



**All other states**  
**First Health**  
[myfirsthealth.com](https://myfirsthealth.com)



Outside of the Pacific Northwest, you have out-of-network coverage for providers with the First Health network. This network has more than 5,000 hospitals and 1 million health professionals. To find these providers, go to [myfirsthealth.com](https://myfirsthealth.com), click on "Start now," and fill out type of provider and location information. Click on "Search now" to view results.

## Any licensed provider

Your out-of-network coverage extends to any licensed provider, even if they don't belong to one of the provider networks mentioned here.

## Additional pharmacies

Beyond the pharmacies listed in the Options POS network at [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor), you have access to the OptumRx pharmacy network at your out-of-network benefit level.

For pharmacies outside Washington state, call Member Services at **1-888-901-4636**.



# Care away from home

If you become ill or injured while traveling, you're covered for urgent and emergency services anywhere in the world.<sup>6</sup> Call the consulting nurse for help deciding where to get care, and Member Services for details on your coverage.



## Your digital ID card

Access your membership information anytime, anywhere, with the Kaiser Permanente digital membership card, an electronic version of your ID card. While traveling, the digital card lets you provide your membership information right from your phone. You'll find the link to your digital card on your secure homepage once you've registered for online services and signed in.



## Coverage across the country

Your out-of-network benefit level gives you coverage for any licensed provider outside our service area, plus OptumRx pharmacies. If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. No matter where you go, you are always covered for emergency care.<sup>6</sup>



## Kaiser Permanente facilities in other regions

Options POS members can receive in-network care from Kaiser Permanente facilities in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Clark and Cowlitz counties in Washington state, and the District of Columbia.

Check with Member Services if you're looking for care in other Kaiser Permanente regions. Staff will help you find the closest place for care, keeping in mind any out-of-pocket costs you might have. They can also help you get a special visiting member ID number to use at Kaiser Permanente facilities in other regions.



## Travel Advisory Service

Our Travel Advisory Service offers recommendations to help protect you when traveling outside the United States. Nurses certified in travel health advise on any vaccines or medications you need based on your destination, activities, and medical history. The consultation is not a covered benefit. Travel-related vaccinations and medications are also not covered.



# 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.

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## Tools and resources for good health

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### Wellness coaching by phone

Reach your health goals with an action plan and one-on-one phone support. A trained coach will help you find personalized techniques that will work for you. Also offered in Spanish.



### Emotional wellness resource

Get personalized programs for managing depression, stress, anxiety, and more with the myStrength® app at [kp.org/wa/mystrength](https://kp.org/wa/mystrength).<sup>7</sup>



### 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](https://quitnow.net/kpwa) for details.



### Special rates for members

Our ChooseHealthy® program gives you access to a fitness center membership for just \$25 a month, plus a \$25 enrollment fee. Or get 25% off participating provider standard fees for acupuncture, chiropractic and naturopathy care, and therapeutic massage. See these and more discounts at [kp.org/wa/member-perks](https://kp.org/wa/member-perks).



### Classes and support groups

Call the Resource Line at **1-800-992-2279**, or email [kpwa.resource-l@kp.org](mailto:kpwa.resource-l@kp.org) to find health classes and support groups near you. You can also request patient education pamphlets and DVDs created for our medical facilities.



### Wellness blog

Visit [kp.org/wa/health](https://kp.org/wa/health) for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.



# Making it easier to switch plans

Changing health plans can seem like a lot of work, especially if you're in the middle of treatment or take prescription drugs. That's why we created a dedicated New Member Welcome Team to help you transition to Kaiser Permanente.

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Need help transitioning to a new plan? **Call 1-888-844-4607.**

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## Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Either register online and create an account at [kp.org/wa](https://kp.org/wa) to transfer your prescriptions yourself, or call our New Member Welcome Team for help. You'll be able to order refills online for convenient mail delivery to your home.



## Find the right doctor

You have so many options with Options POS, it may be difficult to narrow your choice to one primary care doctor. Online doctor profiles let you browse among many excellent doctors and convenient locations in your area, so you can join Kaiser Permanente knowing you've found a doctor who fits your needs. Plus, you can change your doctor at any time, for any reason. View doctors at [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor), [fchn.com](https://fchn.com), or [myfirsthealth.com](https://myfirsthealth.com) (depending on your location), or call our New Member Welcome Team for help.



## Transition your care

You might want help transitioning your care to Kaiser Permanente if:

- You have a scheduled surgery
- You're taking a prescription drug or using medical equipment
- You're pregnant and receiving prenatal care
- You're following an established treatment plan
- A health provider is working with you to manage a medical condition

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## We're focused on helping new members

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Our dedicated New Member Welcome Team can help you select a doctor, transfer prescriptions and medical records, and connect with resources to meet your unique needs. Other questions about transitioning care? Give us a call at **1-888-844-4607.**

## Endnotes

- <sup>1</sup> When appropriate and available. These features are available when you get care at Kaiser Permanente facilities.
- <sup>2</sup> Washington Health Alliance 2008-2021 Community Checkup reports, [www.wacommunitycheckup.org](http://www.wacommunitycheckup.org). The 2017-2021 year rankings apply to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C. Rankings for years prior to 2017 apply to the then-named Group Health Cooperative's medical group, formerly named Group Health Permanente, P.C. and now named Washington Permanente Medical Group, P.C.
- <sup>3</sup> Patient-Centered Medical Home™ is a trademark of the National Committee for Quality Assurance. National Committee for Quality Assurance (NCQA) is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes clinicians in key clinical areas. Current recognition runs through November 2021.
- <sup>4</sup> Received by Group Health Permanente, P.C. (now Washington Permanente Medical Group, P.C.) from American Medical Group Association in 2010.
- <sup>5</sup> To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on [kp.org/wa](http://kp.org/wa).
- <sup>6</sup> If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage.
- <sup>7</sup> Not intended to replace treatment or advice. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

## Already a member?

Manage your care online anytime at [kp.org/wa](http://kp.org/wa). If you haven't already, go to [kp.org/wa/register](http://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, scheduling routine appointments, and more.

# Kaiser Permanente Nondiscrimination Notice and Language Access Services



## 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 does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

Provide free aids and services to people with disabilities to help ensure effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats)
- Assistive devices (magnifiers, Pocket Talkers, and other aids)

Provide 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.

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. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination.

### Kaiser Permanente

Phone: 206-630-4636

Toll-free: 1-888-901-4636

TTY Washington Relay Service: 1-800-833-6388 or 711

TTY Idaho Relay Service: 1-800-377-3529 or 711

Electronically: [kp.org/wa/feedback](http://kp.org/wa/feedback)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW., Room 509F

HHH Building

Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

**LANGUAGE ACCESS SERVICES**

**English: ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).

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

**Tiếng Việt (Vietnamese): CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**한국어(Korean): 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 번으로 전화해 주십시오.

**Русский (Russian): ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

**Filipino (Tagalog): PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Українська (Ukrainian): УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

**ភាសាខ្មែរ (Khmer) :** ប្រយ័ត្ន : បើសិនអ្នកនិយាយ, សេដ្ឋន្តនិយម យើងមិនគិតថា គឺចូលសំបុំបំណែង។ ចូរទូរស័ព្ទ 1-888-901-4636 (TTY: 1-800-833-6388 / 711)។

**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。1-888-901-4636 (TTY: 1-800-833-6388 / 711) まで、お電話にてご連絡ください。

**አማርኛ (Amharic) :** ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚኒተላው ቁጥር ይደውሉ 1-888-901-4636 (መስማት ለተሳናቸው: 1-800-833-6388 / 711)።

**Oromiffa (Oromo): XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**العربية (Arabic):** لديكم حق الحصول على مساعدة ومعلومات في ملحوظة : إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-901-4636 رقم هاتف الصم والبكم: (711 / 1-800-833-6388) .

**Deutsch (German): ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**ພາສາລາວ (Lao):** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE:** Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-901-4636 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-833-6388 / 711).

**Français (French): ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-901-4636 (ATS: 1-800-833-6388 / 711).

**Română (Romanian): ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Adamawa (Fulfulde): MAANDO:** To a waawi Adamawa, e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**فارسی (Farsi): توجه :** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-901-4636 تماس بگیرید. (TTY: 1-800-833-6388 / 711)

# Notes

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# Notes

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## Want to learn more?

Visit [kp.org/wa](https://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/KaiserPermanenteWA](https://facebook.com/KaiserPermanenteWA)

 [@kpwashington](https://twitter.com/kpwashington)

 [@kp\\_washington](https://instagram.com/kp_washington)

 [youtube.com/kaiserpermanenteorg](https://youtube.com/kaiserpermanenteorg)



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1300 SW 27th Street  
Renton, WA 98057