

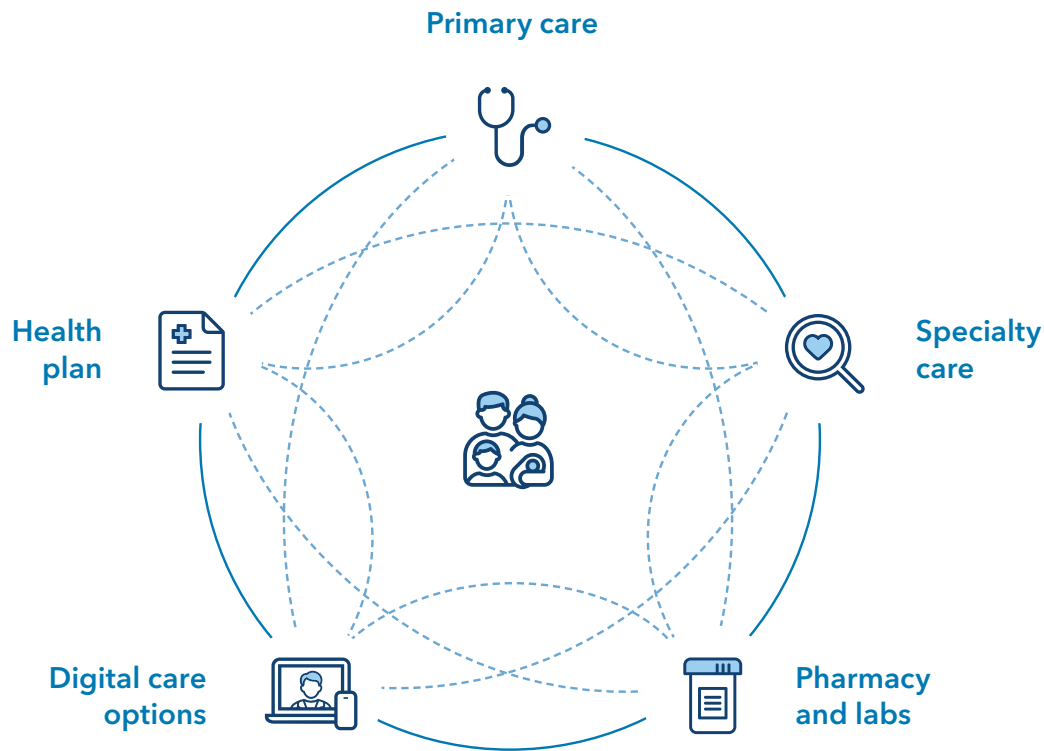
# Find your healthy place

With care designed to help you thrive



With COVID-19 a very serious reality, it helps to know that even with physical distancing, great care is never far away. From primary and specialty care, to convenient options for online care, Kaiser Permanente is ready to care for you and your family when and where you need it.

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## Connected care makes your life easier

We combine care and coverage – which makes us different.  
Your doctors and health plan work together to help make getting  
the right care more convenient. Your care meets you where  
you are, because it's centered around you.

Kaiser Foundation Health Plan of the Northwest is pleased to provide convenient care and coverage for commercial members in Lane County. If you have questions about your employer sponsored eligibility, please see your benefits coordinator or human resources manager. Coverage is also available to individuals and families in the following ZIP codes in Lane County:

97401, 97402, 97403, 97404, 97405, 97408, 97409, 97419, 97424,\* 97426, 97431, 97437, 97438, 97440, 97446,\* 97448,\* 97451, 97452, 97454, 97455, 97456,\* 97461, 97475, 97477, 97478, 97487, 97489

\*Portions of the ZIP code that reside in Lane County.

# Go where you feel like your best self

Care at Kaiser Permanente comes with the help of connected caregivers, more ways to get care at home or on the go, and support for your total health. Welcome to care that fits your life.

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To sign up, contact your employer or call us at **1-800-813-2000 (TTY 711)**. We're available 24 hours a day, 7 days a week (closed holidays). Visit **[kp.org/thrive](https://kp.org/thrive)** to see how we make your care experience better.

# A better experience from the start, in 3 easy steps

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need in no time.

Ready to get started? Visit [kp.org/newmember](https://kp.org/newmember).



## Step 1: Register on [kp.org](https://kp.org)

Download the Kaiser Permanente app or sign in to [kp.org/newmember](https://kp.org/newmember) and start using time-saving features right away.<sup>1</sup>



## Step 2: Get prescriptions

It's easy to switch your prescriptions to Kaiser Permanente. Visit [kp.org/newmember](https://kp.org/newmember) for step-by-step help, or just give us a call.



## Step 3: Choose your care team

We believe your story, background, and values are important pieces of your health history.<sup>2</sup> So we offer a wide range of doctors to match your needs, including high-quality LGBTQ+ health care services that are recognized for adopting inclusive policies and practices.<sup>3</sup> Visit [kp.org/locations](https://kp.org/locations) to find a doctor or facility near you and to see how patients rate our doctors.

If you already have a personal doctor (also called a primary care provider), check [kp.org](https://kp.org) to see if they are a part of the Kaiser Permanente network.

You can also choose from a wide range of Kaiser Permanente doctors and affiliated providers in the Eugene-Springfield area.

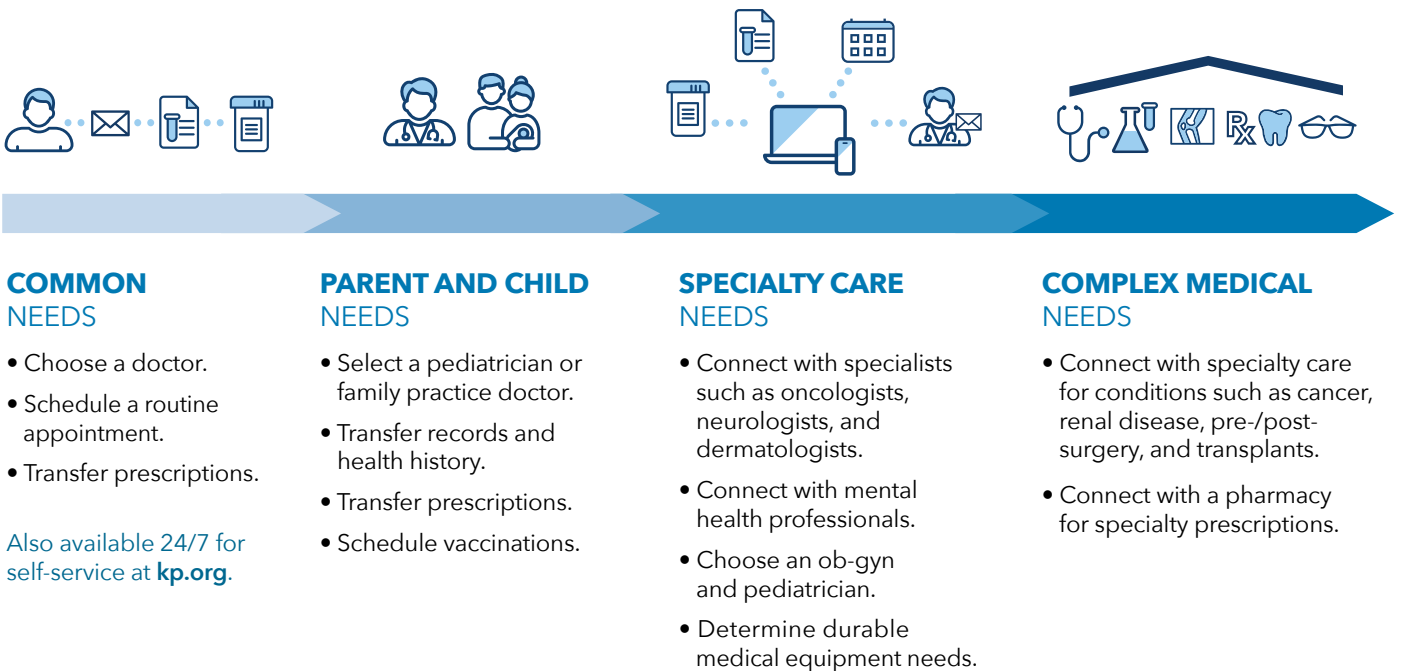
- To learn more about your Kaiser Permanente and PeaceHealth primary care provider options,<sup>4,5</sup> visit [kp.org/chooseyourdoctor](https://kp.org/chooseyourdoctor) or call the New Member Welcome Desk at **1-888-491-1124** (TTY 711).

Once you've decided on a doctor, we can help you schedule your first appointment with a Kaiser Permanente doctor or connect you to a PeaceHealth patient coordinator who can help with scheduling.

# New member care transition

Our goal is to help determine your unique needs and connect you with the right doctors, specialists, and prescription medications to effectively manage your care transition. This new member process allows us to help manage the administrative tasks so your first interactions with our doctors are more useful.

## Types of medical needs our New Member Welcome Desk can help with:



## When to call our New Member Welcome Desk:

Help is available at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

- If you are working with a health care professional to manage your medical conditions or achieve your health goals
- If you recently had surgery or are scheduled for an upcoming surgery
- If you are currently taking any prescriptions or using any medical equipment
- If you are on a treatment plan that you would like to continue at Kaiser Permanente
- If you are currently pregnant

If you have any other questions or want help getting started, give us a call. We're here to help.

# Quality care with you at the center

Kaiser Permanente's physician-led care teams work together to help keep you healthy by delivering high-quality, personalized care.



## Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their main concern.

As your biggest health advocate, your doctor will help coordinate your care journey, and you'll work closely together to make decisions about your health.



## Care with a connected team

Your doctor, nurses, and care team are 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 personalized care that's right for you.



## Safe medical facilities and additional care options

We're taking precautions in all of our facilities to keep members, staff, and communities safe. This includes enhanced cleaning and disinfecting procedures. Additionally, we offer expanded telehealth options – offering our members care from the comfort of their homes.



## Personalized care for all members

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 help deliver care that's sensitive to your culture, ethnicity, and lifestyle, 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 diverse backgrounds
- Improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer<sup>6</sup>

# Great care, great results

From preventive screenings that keep you healthy to top-notch 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. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. It tracks your preventive care services and sends 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 have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. 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 2019, Kaiser Permanente led the nation as the top performer in 26 effectiveness-of-care measures – the most of any health plan.<sup>7</sup>

These measures include:

- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Mental health



## High-quality specialty care

Preventive care can help keep you healthy, but we're also here for you if you get sick or need specialty care.

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

As a Kaiser Permanente member, you have access to more than 650 affiliated providers at 150 locations in the Eugene-Springfield area.



Hear care stories from real Kaiser Permanente members at [kp.org/carestories](https://kp.org/carestories).



# Convenient ways to get care

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

## Choose how you get care



### E-visits

Fill out a short questionnaire about your symptoms online and get a no-cost personalized treatment plan from a Kaiser Permanente doctor.<sup>8</sup> [kp.org/evisits/nw](https://kp.org/evisits/nw)



### Video

Want a convenient, secure way to see a doctor no matter where you are? Meet by computer, smartphone, or tablet.<sup>8,9</sup> [kp.org/telehealth/nw](https://kp.org/telehealth/nw)



### Phone

Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with your care team.<sup>8,9</sup> [kp.org/appointments](https://kp.org/appointments)



### In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.



### 24/7 care and advice by phone

Call us for advice when you need it most. We'll help you determine what care is right for you, schedule appointments, and more.



### Email

Message your doctor's office anytime with nonurgent health questions.<sup>9</sup> You'll get a response usually within 2 business days, if not sooner.

## Get more health and less hassle with the Kaiser Permanente app.



Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.<sup>9,10</sup> You can also keep up with your care at [kp.org](https://kp.org).



# Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many medical facilities in your area, offering convenient hours and a wide range of care and services.



## Making an appointment

Scheduling routine appointments can be quick and convenient at [kp.org](https://kp.org) or via the Kaiser Permanente app.<sup>11</sup> You can view or cancel upcoming appointments and see details on past visits. You can also call Member Services at **1-800-813-2000 (TTY 711)**, and we'll help you get an appointment.



## Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit **[kp.org/facilities](https://kp.org/facilities)** to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.<sup>11</sup>

## PeaceHealth

Through our collaboration with PeaceHealth, you have access to 4 more medical offices throughout Lane County. Costs are the same for covered services whether you seek care from Kaiser Permanente or PeaceHealth.<sup>12,13</sup>



## Getting care anytime, anywhere

### Urgent care<sup>14</sup>

We're here for you when you have urgent care needs. You have access to 14 urgent care facilities in the area through our relationships with Nova Urgent Care and PeaceHealth Urgent Care.<sup>15</sup>

### Emergency care

If you ever need emergency care, you're covered – anywhere, anytime. You can get care at any hospital emergency department.<sup>16</sup>

### Care away from home

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, a prescription refill, and more.

And when you stay in another Kaiser Permanente service area, you can get most of the same services that you would get close to home.<sup>17</sup>

Call our 24/7 Away from Home Travel Line at **951-268-3900 (TTY 711)** or visit **[kp.org/travel](https://kp.org/travel)** for more information.<sup>18</sup>

Get an idea of what you'll pay before you come in for care with a personalized cost estimate based on your plan details. Visit **[kp.org/costestimates](https://kp.org/costestimates)**.

# Healthy resources

Good health goes beyond the doctor's office. Explore some of the convenient resources available to members and choose the ones that fit your life.<sup>19</sup>

## Get the most out of your membership perks



### Special rates for members

Enjoy reduced rates on services that can help you stay healthy – like on-demand workout videos, gym memberships, acupuncture, massage therapy, and chiropractic care. Visit [kp.org/memberdiscounts](https://kp.org/memberdiscounts) after creating your [kp.org](https://kp.org) account.



### Self-care apps

Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, like Calm and myStrength, available at no cost to adult members.<sup>20</sup> Visit [kp.org/selfcareapps/nw](https://kp.org/selfcareapps/nw).



### Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – all at no cost. Learn more at [kp.org/healthylifestyles](https://kp.org/healthylifestyles).



### Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).



### Online wellness tools

Visit [kp.org/healthyliving](https://kp.org/healthyliving) for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



### Health classes

Sign up for health classes and support groups at many of our facilities. See what's available near you at [kp.org/classes](https://kp.org/classes) – some may require a fee.

# Extra value discounts for members

At Kaiser Permanente, you can enjoy discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit [kp.org/memberdiscounts](https://kp.org/memberdiscounts) for more information.



Get discounted access to recreational, cultural, fitness, and wellness-centered products and activities, including:

- Lift tickets
- Weight management programs
- Yoga and Pilates
- Sporting events
- Vitamins and supplements
- Gyms and classes
- Guided tours
- Retail items

Visit [chpactiveandhealthy.com](https://chpactiveandhealthy.com) and register with your Kaiser Permanente health record number to start saving today.



Kaiser Permanente Affinity –  
complementary and  
alternative medicine<sup>21</sup>

Receive a 20% discount on the following services:<sup>22</sup>

## Chiropractic

A noninvasive therapy that focuses on reducing pain and improving the function and structure of the body.

## Naturopathic medicine

A wide range of natural approaches, such as clinical nutrition, herbal medicine, and homeopathy, to diagnose and treat patients.

## Massage therapy

Manipulation of soft tissue to help prevent and alleviate pain, muscle discomfort, muscle spasms, and stress.

## Acupuncture

The stimulation of specific points on the body by thin metal needles to help relieve pain and reduce inflammation.

Visit [chpgroup.com](https://chpgroup.com) to find a provider.

## NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call **1-800-813-2000** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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## HELP IN YOUR LANGUAGE

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

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚስተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**).

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (TTY: **711**).

**中文 (Chinese) 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-813-2000** (TTY: **711**)。

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

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
Rufnummer: **1-800-813-2000** (TTY: **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。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

**ខ្មែរ (Khmer) ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

**ລາວ (Laotian) ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-813-2000 (TTY: **711**).

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yánílti'go Diné Bizaad, saad bee áká'anída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih **1-800-813-2000** (TTY: **711**).

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian) ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: **711**).

**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.  
Tumawag sa **1-800-813-2000** (TTY: **711**).

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

**Українська (Ukrainian) УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (TTY: **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 **1-800-813-2000** (TTY: **711**).

# Terms to know

Not sure what a deductible is? Confused about copays? You're not alone. Health care can be tough to navigate – so we're here to help. Get to know common health care terms with our deductible plan glossary.

## **Coinsurance**

A percentage of cost that you pay for services. For example, if you have 20% coinsurance and get a procedure that costs \$100, you'll pay \$20.

## **Copay**

A set amount you pay for covered services. For example, when you check in at your doctor's office, the receptionist might say you owe a \$10 copay for that visit.

## **Deductible**

The amount you pay for certain services each year before Kaiser Permanente starts paying. You'll pay the full cost for these services until you reach your deductible. After that, you'll pay a copay or coinsurance until you reach your out-of-pocket maximum.<sup>23,24</sup>

## **Dependent**

A member whose relationship to a subscriber is the basis for membership eligibility and who meets the eligibility requirements as a dependent. A dependent can be a spouse, domestic partner, or child.

## **Evidence of Coverage (EOC)**

A detailed description of your benefits, costs, exclusions, and plan guidelines. After signing in to [kp.org](http://kp.org), you can find this document under "My Documents."

## **Explanation of Benefits (EOB)**

A summary of the care you received and what your health plan covers. You'll receive it after a visit, but it's not a bill. You can use it to see how close you are to reaching your deductible and out-of-pocket maximum.

## **Flexible spending account (FSA)**

An account that lets you put aside tax-free<sup>25</sup> money to help pay for qualified health care expenses.<sup>26</sup> Most FSAs have a "use it or lose it" policy and won't roll over any unused money at the end of the year. And if you change jobs or retire, you lose any unused money in your account.

## **Health record number**

A unique lifetime number issued to each member. Medical records are accumulated and maintained, and member information is maintained under this number.

## **Health reimbursement arrangement (HRA)**

An account your employer puts money in to help you pay for health care.<sup>27</sup> The money isn't considered part of your wages, so you don't need to pay taxes on it.<sup>25</sup>

## **Health savings account (HSA)**

An account that lets you put aside tax-free<sup>25</sup> money to help pay for qualified medical expenses.<sup>26</sup> You can keep the money if you change jobs or retire, and your account can earn interest.

## **Open enrollment**

The period, usually annual, during which employees and their covered family members can choose to make changes among any health plans offered by their employer, and employees can add family members to or delete family members from their coverage without a qualifying event.

## **Out-of-pocket maximum**

The most you'll pay for covered services each year.<sup>23</sup>

## **Preventive care**

A defined set of services designed to help catch health problems before they get serious – services like mammograms, blood pressure screenings, and cholesterol tests. Getting preventive care when you're healthy can help you stay that way.

**1.** These features are available when you get care at Kaiser Permanente facilities. **2.** Kaiser Permanente improved blood pressure control in our Black/African American members with hypertension, raised colorectal cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in Kaiser Permanente HealthConnect®, and HEDIS® measures are updated quarterly in the interregional CORE Datamart. **3.** Kaiser Permanente Northwest hospitals were among the 39 Kaiser Permanente hospitals recognized as a leader in LGBTQ healthcare equality by the Human Rights Campaign Foundation. “Healthcare Equality Index 2019,” Human Rights Campaign Foundation: [hrc.org/hei](https://hrc.org/hei) **4.** Exceptions include members on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region. **5.** Our partnership with PeaceHealth includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these locations are part of our network. **6.** See note 2. **7.** Kaiser Permanente 2019 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2019 and is used with the permission of NCQA. Quality Compass 2019 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. **8.** When appropriate and available. **9.** See note 1. **10.** To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org). **11.** See note 10. **12.** See note 4. **13.** See note 5. **14.** 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. **15.** In the case of a pandemic, some facilities may be closed or offer limited hours and services. **16.** 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. **17.** This does not include a complete list of exclusions or available services. Services may vary by service area. Please refer to your *Evidence of Coverage* for details of your specific coverage. **18.** 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 United States. 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. **19.** These services aren’t covered under your health plan benefits and aren’t subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. **20.** Calm and myStrength are only available to Kaiser Permanente members with medical coverage; myStrength is a wholly owned subsidiary of Livongo Health, Inc. **21.** These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your *Evidence of Coverage* for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at 1-800-813-2000 (TTY 711). **22.** 20% discounts off usual and customary fees when seeking services from providers in the CHP Group network. **23.** For a small number of services, you may need to keep paying copays or coinsurance after reaching your out-of-pocket maximum. **24.** Your copay experience may vary by region. Check your *Evidence of Coverage* for more details. **25.** The tax references on this page relate to federal income tax only. Consult with your financial or tax advisor for information about state income tax laws. **26.** To view the list of qualified medical expenses defined under Internal Revenue Code Section 213(d), see IRS Publication 502, Medical and Dental Expenses, at [irs.gov/publications](https://irs.gov/publications). **27.** A qualified health care expense is defined under Internal Revenue Code 213(d). Ask your employer what type of HRA you have to see which of the qualified health care costs described in IRS Publication 502, Medical and Dental Expenses, available at [irs.gov/publications](https://irs.gov/publications), you can pay for using your HRA.





# 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.

## Want to learn more?

Visit **kp.org/lane** to take a virtual tour of our facilities, meet our team, and more.

### Once you join ...

Visit **kp.org/newmember** to get started. It's easy to register at kp.org, choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call.

#### New Member Welcome Desk

**1-888-491-1124**

Monday through Friday, 8 a.m. to 6 p.m.

#### New Member Pharmacy Services

**1-888-572-7231**

Monday through Friday, 8 a.m. to 6 p.m.

## Already a member?

Manage your care online anytime at **kp.org**. If you haven't already, go to **kp.org/registernow** so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.

**Current members with questions** can call Member Services, 24 hours a day, 7 days a week (closed holidays).

- **1-800-813-2000** (English)
- **1-800-324-8010** (language interpretation services)
- **711** (TTY)

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### Kaiser Foundation Health Plan of the Northwest

500 NE Multnomah St., Suite 100  
Portland, OR 97232

For more information about Kaiser Permanente benefits, availability, and restrictions, go to **kp.org/disclosures**. (Click on "Forms" and then "Related links.")