

# Kaiser Permanente Virtual Complete™ plans

Convenient care options enabled  
by technology



With a Virtual Complete plan, your employees can get high-quality, affordable care in a variety of ways, including e-visits, video visits, and phone visits.<sup>1,2,3</sup> They also have the flexibility to choose virtual care or in-person care depending on their needs.

## How our Virtual Complete plan works

Members can connect with their care team, and specialists they've been referred to, by video or phone for \$0. They can also have a set number of in-person primary care visits with a copay before meeting their deductible.

### With a Virtual Complete plan, your employees can:



Schedule phone visits or face-to-face video visits with their care team and specialists they've been referred to.<sup>1,2,3</sup>



Get care now. Kaiser Permanente clinicians are available day or night, 24/7, for urgent care needs via video and phone, no appointment necessary.<sup>1,2,3</sup>



With e-visits, complete an online questionnaire and receive a treatment plan and prescriptions, if needed, in less than one hour.<sup>4</sup>



Email their Kaiser Permanente care team with nonurgent questions and get a reply within 2 business days.



Access classes online and over the phone, from COVID-19 recovery to quitting tobacco and vaping. Visit [kp.org/healthengagement/classes](https://kp.org/healthengagement/classes).<sup>5</sup>

### Many care teams offer virtual care, including:

Primary care	Obstetrics	Dermatology
Mental health	Pharmacy	Gastroenterology
Cardiology	Urgent care	Internal medicine
Family and pediatric medicine	COVID-19	Ophthalmology
Gynecology	Cold and flu	Physical therapy

[kp.org/choosebetter](https://kp.org/choosebetter)



## Our virtual care is different – because it's fully integrated

Our virtual care capabilities are designed to work together – helping give members a convenient experience no matter how they choose to engage. Every Kaiser Permanente doctor can see and update your employees' electronic medical records – allowing them to promote preventive services, coordinate follow-up care, and make informed decisions about your employees' care.

### Simpler to understand, easier to use, and designed to deliver value

<b>Virtual care</b> Primary care, specialty care, mental health, pediatrics, dermatology, and NEW 24/7 virtual care on your schedule	\$0
<b>Digital health support<sup>6</sup></b> Self-care apps, personalized healthy lifestyle programs, and more	\$0
<b>In-person preventive care</b> Routine physicals, screenings, and immunizations	\$0
<b>In-person office visits</b> Including primary care, mental health, and more	First 3 visits: \$30 before deductible Additional visits: \$30 after deductible
<b>Lab tests</b>	\$15, not subject to deductible
<b>Generic prescriptions</b>	\$15, not subject to deductible <sup>7</sup>
<b>Deductible</b>	Range of deductible options

This is a sample of our deductible Virtual Complete plan design. Other services not noted, such as X-rays and hospital care, are subject to the deductible.



Contact your Kaiser Permanente representative to learn more about our Virtual Complete plans

<sup>1</sup>When appropriate and available.

<sup>2</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>3</sup>To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. If you travel out of state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

<sup>4</sup>Applicable cost shares will apply for services or items ordered during an e-visit.

<sup>5</sup>Some classes may require a fee.

<sup>6</sup>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.

<sup>7</sup>Generic prescriptions on Dual Choice PPO paired plans will be subject to deductible.