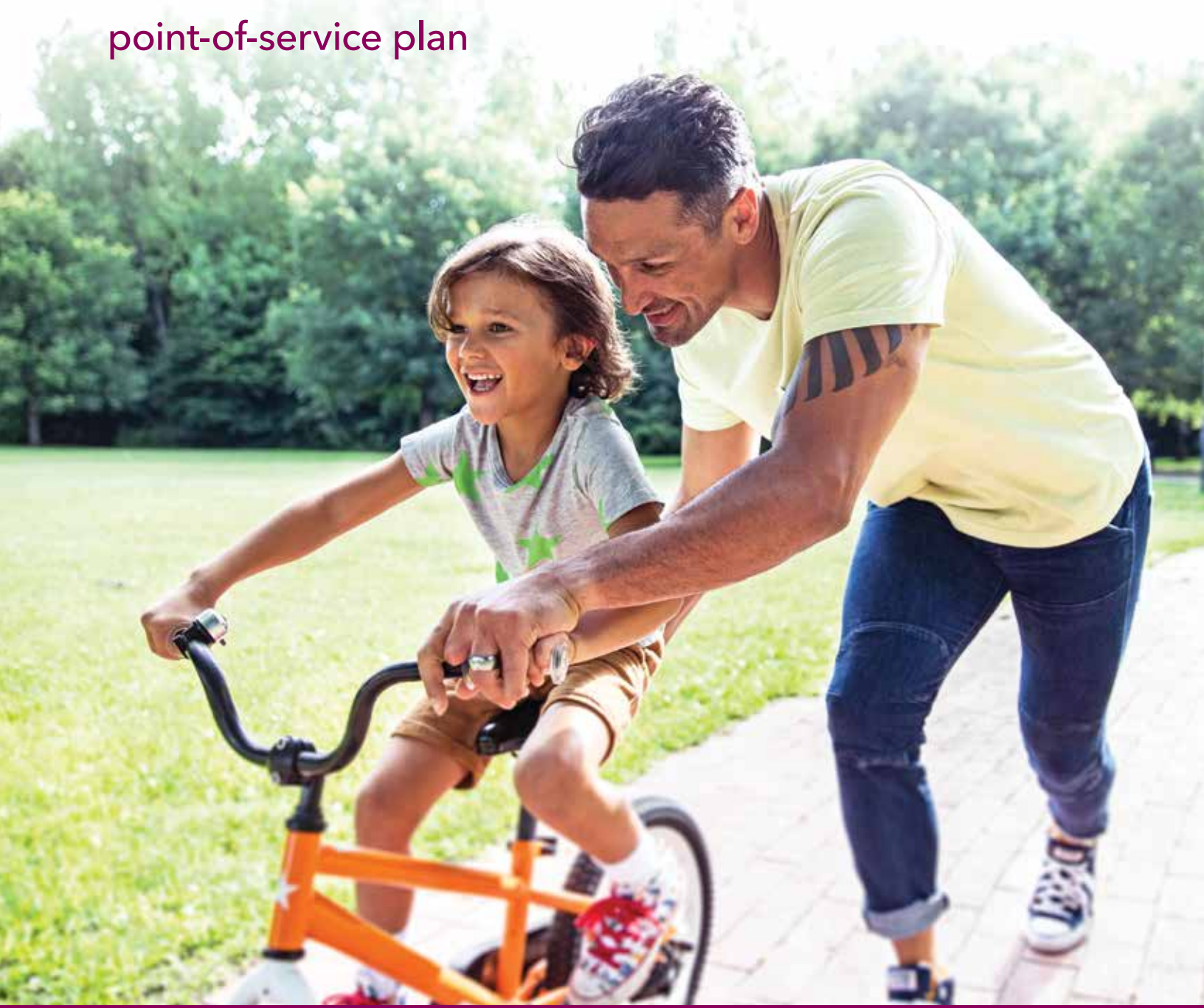


Kaiser Permanente

# Added Choice<sup>®</sup>

point-of-service plan



[kp.org/addedchoice/nw](https://kp.org/addedchoice/nw)



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.  
500 NE Multnomah St., Suite 100, Portland, OR 97232.



# Seeking more flexibility in your health plan?

If you're looking for choice and convenience, we've got a solution – our Added Choice® point-of-service (POS) plan. As an Added Choice member, you have access to all that Kaiser Permanente offers, plus the option to seek covered services from licensed providers across the country.

## Available providers

Added Choice offers 3 levels of coverage. The choices you make determine which doctors you see, which medical facilities you use, and how much you pay.

SELECT PROVIDERS <sup>1</sup>	\$	
Choose a provider from Kaiser Permanente or direct contract providers, like The Portland Clinic. <sup>2</sup> With a referral, members can also choose other contracted community providers and facilities. You will typically have the lowest out-of-pocket costs when you receive services from select providers.		
PPO PROVIDERS <sup>1</sup>	\$\$	
Choose a preferred provider (PPO) from First Choice Health or First Health Network. <sup>3</sup> This is a good choice for those who want to keep their current PPO provider or who live outside our service area.		
NONPARTICIPATING PROVIDERS <sup>1</sup>	\$\$\$	
Choose a nonparticipating provider nationwide. Nonparticipating providers include any licensed providers who are not select providers or PPO providers. You will typically have the highest out-of-pocket costs when you receive services from nonparticipating providers.		

<sup>1</sup>See your *Evidence of Coverage (EOC)* or visit [kp.org/addedchoice/nw](http://kp.org/addedchoice/nw) for definitions of select provider, PPO provider, and nonparticipating provider. This brochure is not a contract. Plan details are provided in the *EOC*. To obtain an *EOC* for a particular plan, contact Customer Service. In the event of any conflict between this brochure and the *EOC*, the *EOC* prevails.

<sup>2</sup>The Portland Clinic is not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance from Kaiser Permanente, or visiting from another Kaiser Permanente region.

<sup>3</sup>For members receiving care outside of Oregon, Washington, Idaho, Montana, Wyoming, North Dakota, South Dakota, and Alaska.

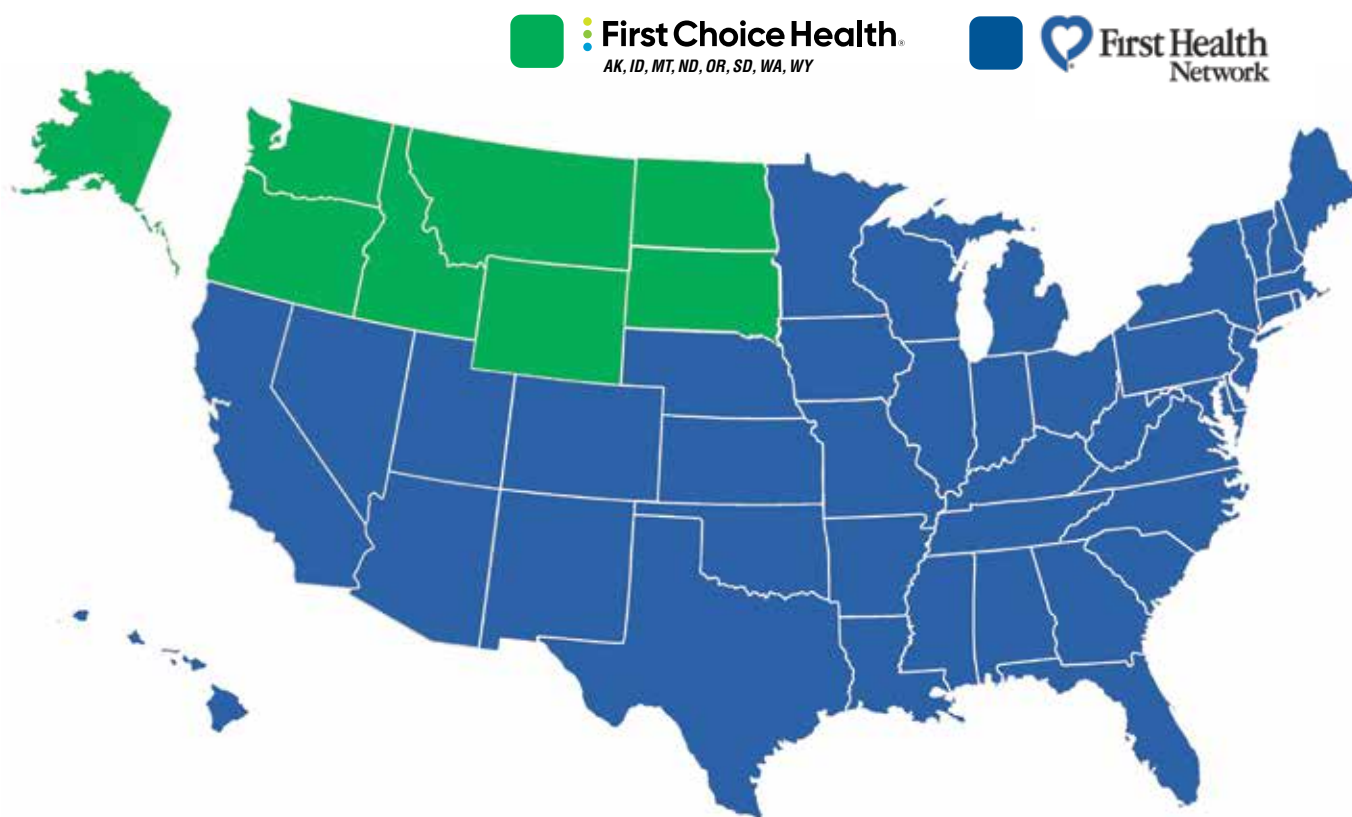


# PPO network: more choice, greater flexibility

With the Kaiser Permanente Added Choice plan, you'll have the freedom to choose any doctor or hospital you want, anywhere in the country. But you'll get more value when you select a preferred provider from our extensive local, regional, and national network of quality providers.

## We're here to help you connect to care

If you're managing chronic conditions or using specialty medications, our staff will connect you with doctors and specialists within the PPO network and help manage prior authorizations and billing for providers. Contact us at **1-866-616-0047** to get help with ongoing conditions.



## Local and regional coverage

Access to the regional First Choice Health network.

## National coverage

Access to First Health Network.

To learn more about PPO providers and facilities, visit [kp.org/addedchoice/nw](https://kp.org/addedchoice/nw).

# Prescription coverage

If your Added Choice plan includes a pharmacy benefit,\* you can fill your prescriptions at a Kaiser Permanente or MedImpact pharmacy. You will typically have a higher cost share when using a MedImpact pharmacy. You may be able to save time and money by using the mail-order pharmacy option.

	Kaiser Permanente	MedImpact
PHARMACY	Take the prescription to a Kaiser Permanente pharmacy, located throughout our service area.	Take the prescription to a retail pharmacy in the MedImpact network.  Visit <a href="https://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a> .
	OR	OR
MAIL ORDER	Use the Kaiser Permanente mail-order service to have your prescription mailed to your home — shipping is free.  Call <b>1-800-548-9809</b> or sign on to <a href="https://kp.org/refill">kp.org/refill</a> .	Use the Caremark mail-order pharmacy to have your prescription mailed to your home — shipping is free.  Call <b>1-800-841-5550</b> .
OUT-OF-POCKET COSTS	You will pay the select pharmacy copay or coinsurance shown on your benefit summary or Outpatient Prescription Drug Rider.	You will pay the MedImpact pharmacy copay or coinsurance shown on your benefit summary or Outpatient Prescription Drug Rider.

\*See your *Evidence of Coverage* or Outpatient Prescription Drug Rider for details.

To view our formulary, go to [kp.org/formulary](https://kp.org/formulary) or call the Formulary Application Services Team (FAST) at **503-261-7900**.

# Getting started with Added Choice in 3 easy steps

Visit [kp.org/addedchoice/nw](https://kp.org/addedchoice/nw) or call Customer Service at **1-866-616-0047** and we'll help you get started.



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

Get connected to have health at your fingertips. Sign up at [\*\*kp.org/register\*\*](https://kp.org/register) and start enjoying many time-saving tools to:\*

- Make appointments
- View most lab results
- Get treatment, including prescriptions in less than one hour, via an e-visit
- Email your doctor with nonurgent routine questions
- Pay your bills securely
- And more

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



## Transfer your prescriptions

We're here to help you transition your prescriptions.

For Kaiser Permanente pharmacies, have your prescription information handy and we'll take care of the rest. Simply give us a call at **1-888-491-1124**. To find out if a medication is on our formulary (list of covered drugs), visit [\*\*kp.org/formulary\*\*](https://kp.org/formulary).

For MedImpact and Caremark pharmacies, including most national pharmacy chains and many local pharmacies:

- MedImpact: Visit [\*\*mp.medimpact.com/pharmacylocator\*\*](https://mp.medimpact.com/pharmacylocator) or call **1-800-788-2949**.
- Caremark: Call **1-800-841-5550**.



## Choose a doctor

You may choose a select provider, a PPO provider, or a nonparticipating provider. Your choice determines which health care providers you see, which medical facilities you use, and how much you pay. You may choose a different provider each time you get care.

To find select providers, visit [\*\*kp.org/chooseyourdoctor\*\*](https://kp.org/chooseyourdoctor).

To find PPO providers, visit [\*\*kp.org/addedchoice/nw\*\*](https://kp.org/addedchoice/nw).

To find nonparticipating providers, call **1-866-616-0047** to find out whether your provider falls under this category.

# Convenient ways to get care with Kaiser Permanente

You've got more ways to get quality care than ever before, so it can be easier to stay on top of your health. Telehealth is covered at no additional cost with most plans.<sup>1</sup>



## **NEW: 24/7 virtual care**

Kaiser Permanente clinicians are available day or night, 24/7, for urgent care needs via on-demand video and phone, no appointment necessary.<sup>2,3,4</sup>



## **Scheduled video or phone appointment**

Schedule a face-to-face video visit or phone appointment with a Kaiser Permanente clinician or any specialists you've been referred to.<sup>2,3,4</sup>



## **In-person care**

We offer same-day, next-day, after-hours, and weekend services at many of our locations, including our Care Essentials by Kaiser Permanente retail clinics.<sup>4,5</sup>



## **Email**

Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply usually within 2 business days.



## **Prescription delivery**

Use the Kaiser Permanente app to fill most prescriptions for delivery or same-day pickup. Most members get a 3-month supply of medication for the price of 2, and shipping is free.<sup>6</sup>



## **24/7 advice**

Get support with 24/7 care advice by phone.



## **E-visits**

Complete an online questionnaire and receive a treatment plan, including prescriptions, if needed, within a few hours.<sup>7,8</sup>



## **Care away from home**

You're covered for urgent and emergency care anywhere in the world. And if you're planning to travel, we can help you stay on top of your health when you're away from home. Visit [kp.org/travel](https://kp.org/travel) to learn more.

<sup>1</sup>For high deductible health plan members, e-visits, phone visits, and video visits are subject to your plan's annual deductible.

<sup>2</sup>When appropriate and available.

<sup>3</sup>To have a video visit, members must be registered on [kp.org](https://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>These features are available when you get care at Kaiser Permanente facilities.

<sup>5</sup>In the case of a pandemic, some facilities may be closed or offer limited hours and services.

<sup>6</sup>Available on most prescription orders; additional fees may apply. For more information, contact the pharmacy. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).

<sup>7</sup>Applicable cost shares will apply for services or items ordered during an e-visit.

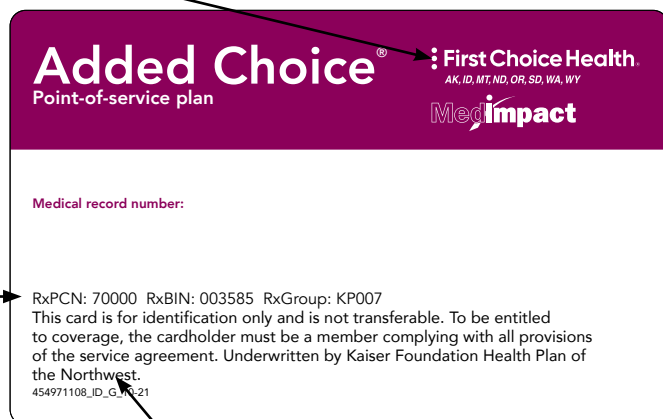
<sup>8</sup>See note 1.

# Using your Added Choice ID card

Information to share with your PPO provider and pharmacy\*

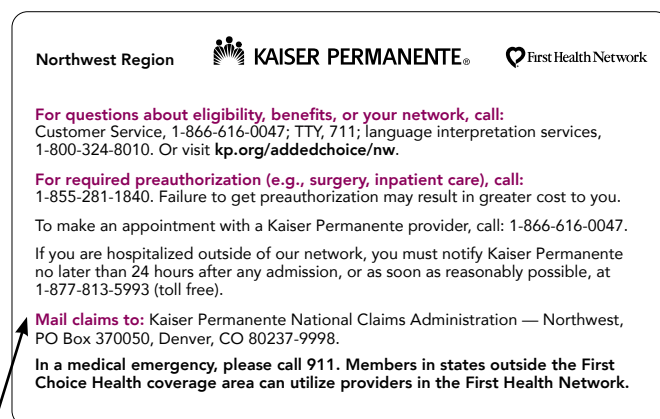
## ADDED CHOICE ID CARD

First Choice Health is our PPO provider network.



Call Resource Stewardship for prior authorization for services with PPO providers and nonparticipating providers.

Pharmacy information when transferring or refilling prescriptions.



Where your PPO provider and nonparticipating provider can mail claims.

## A quick reference guide for First Choice Health and First Health Network

For members in OR, WA, ID, MT, WY, SD, ND & AK and nonparticipating physicians	<b>Prior authorization and utilization management:</b> Kaiser Permanente Resource Stewardship: Portland: 503-813-1031; all other areas: 1-855-281-1840; TTY: 711 <b>PPO network:</b> First Choice Health, 1-800-467-5281 <b>Pharmacy services:</b> MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: <a href="http://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a>
For members in all other states, First Health PPO, and nonparticipating physicians	<b>Prior authorization and utilization management:</b> Kaiser Permanente Resource Stewardship: Portland: 503-813-1031; all other areas: 1-855-281-1840; TTY: 711 <b>PPO network:</b> First Health Network, 1-800-226-5116 <b>Pharmacy services:</b> MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: <a href="http://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a>
For all members and physicians	<b>General information:</b> Kaiser Permanente Customer Services, 1-866-616-0047; TTY: 711 <a href="http://kp.org/addedchoice/nw">kp.org/addedchoice/nw</a>
External claims	Kaiser Permanente National Claims Administration - Northwest, PO Box 370050, Denver, CO 80237-9998

\*Not all plans have a network pharmacy benefit, nor do all plans have a select pharmacy rider. Consult your benefit summary. See your Evidence of Coverage or Outpatient Prescription Drug Rider for details.





Have questions? We're here to help.

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

Customer Service ..... 1-866-616-0047

TTY..... 711

Language interpretation services ... 1-800-324-8010

For the most up-to-date list of the providers and facilities in the Added Choice PPO network, visit [kp.org/addedchoice/nw](https://kp.org/addedchoice/nw).

[kp.org/addedchoice/nw](https://kp.org/addedchoice/nw)

 **KAISER PERMANENTE®**