



[kp.org/thrive^](https://kp.org/thrive^)

**2022 ENROLLMENT | Maryland, Virginia, Washington, DC**

**FIND  
YOUR  
HEALTHY  
PLACE**

Throughout the brochure, the ^ symbol indicates that there is additional information for you to review. When ^ is displayed, click the link to learn more.

# YOUR BLUEPRINT FOR A HEALTHIER YOU

At Kaiser Permanente, we focus on your overall well-being.  
And because your health plan and health care work together,  
that makes it easier for you to focus on you.

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## YOU'RE PART OF A COMMUNITY OF CARE

At Kaiser Permanente, the region's leading health system,<sup>1</sup> you'll be surrounded by a care team that champions your health. With over **1,700+ Permanente physicians^** in the region, and 33 medical centers with more on the way, this growing community provides the high quality of care that you want—and deserve—for yourself and your family.

Everything is connected by your electronic medical record—doctors, diagnostics, pharmacy—so your care is personalized to fit your specific health needs throughout your life. Starting a new job? Getting married?

**Planning to start a family?^** Wherever you are in life, our community of care will have your health covered. **Learn more.^**



# EVERYTHING YOU NEED FOR BETTER HEALTH

From a coordinated system to top doctors<sup>2</sup> to the convenient, affordable care you want, Kaiser Permanente has it all—and much more.



## INTEGRATED CARE<sup>^</sup>

In our integrated system, everything—health plan, medical centers, doctors, pharmacists, diagnostics—works together, providing personalized care. It's designed to put you first—with no administrative work to do, your care team is free to focus only on your health needs.



## MEDICAL EXCELLENCE

Our groundbreaking approach has specialists and multidisciplinary teams working together to both prevent and treat diseases. It fulfills the promise of medicine with innovative research and early detection, and by providing personalized care that fits your unique conditions.



## AFFORDABILITY

There's no need to sacrifice quality just to save money on health care. Kaiser Permanente delivers both quality and affordability with predictable copays, lower out-of-pocket costs, and top doctors.<sup>2</sup>



## CONVENIENCE<sup>^</sup>

With multiple medical centers located throughout the region and more on the way, prescription home delivery,<sup>3</sup> and many ways to meet your health needs, you'll always have convenient, accessible care.



## NATIONAL PRESENCE<sup>^</sup>

Kaiser Permanente knows there's strength in numbers. Our 12.5 million members and 23,000+ physicians nationwide mean your care is backed by a network of knowledge and experience.



## SPECIALTY CARE<sup>^</sup>

If you need specialty care by telehealth, Permanente physicians in almost any department can be available for video visits.<sup>4</sup> And if your doctor has a concern or is looking for a second opinion, they can use video conferencing to call on other advanced Permanente specialists so you don't have to reschedule or wait for another doctor to be available.

No matter your needs—**mental health,<sup>^</sup> maternity,<sup>^</sup> cancer care,<sup>^</sup> heart health,<sup>^</sup>** and more—you'll have access to highly skilled doctors, the latest technology, and evidence-based care to help you recover quickly.



## IT'S EASY TO SWITCH<sup>^</sup>

Switching plans can seem like a lot of work, but at Kaiser Permanente, we guide new members through each step. From choosing the right doctor to transitioning your prescriptions to connecting to care online, you get what you need without missing a beat.



Want to look inside? Take a virtual tour.<sup>^</sup>



## NEW MEDICAL CENTERS OPENING

Kaiser Permanente is bringing more care to your communities, with new locations opening in Prince George's County, Montgomery County, and Baltimore County in Maryland—as well as Prince William County in Virginia.

### **BOWIE FAIRWOOD MEDICAL CENTER—opening August 2021**

Located off Annapolis Road, the 36,000 square foot facility will offer adult and family medicine, behavioral health, laboratory, pharmacy, radiology, and more services.

### **WELL BY KAISER PERMANENTE™ AT FRIENDSHIP HEIGHTS—opening fall 2021**

Located at The Shops at Wisconsin Place in Chevy Chase, Maryland, this unique 5,000 square foot facility will offer primary care (adult) services. This center will also feature high-touch, personalized care with extended doctor visits. Visit [kp.org/well](https://kp.org/well)^ for more information.

### **LUTHERVILLE-TIMONIUM MEDICAL CENTER—opening January 2022\***

This 220,000 square foot medical center is conveniently located off Interstate 83, and will provide 24/7 Advanced Urgent Care, laboratory, pharmacy, radiology, adult and family medicine, pediatrics, ob-gyn, multiple specialties, and Vision Essentials. Learn more at [kp.org/luthervilletimonium](https://kp.org/luthervilletimonium).^

\*Towson Medical Center will close when this location opens.

### **CATON HILL MEDICAL CENTER—opening spring 2022\***

Located conveniently off Interstate 95 and Route 294, the 240,000 square foot facility will house 24/7 Advanced Urgent Care, laboratory, pharmacy, radiology, adult and family medicine, pediatrics, ob-gyn, multiple specialties, and Vision Essentials.

\*Woodbridge Medical Center will close when this location opens.



# KAISER PERMANENTE MEDICAL FACILITIES (with premier hospitals)

## Maryland

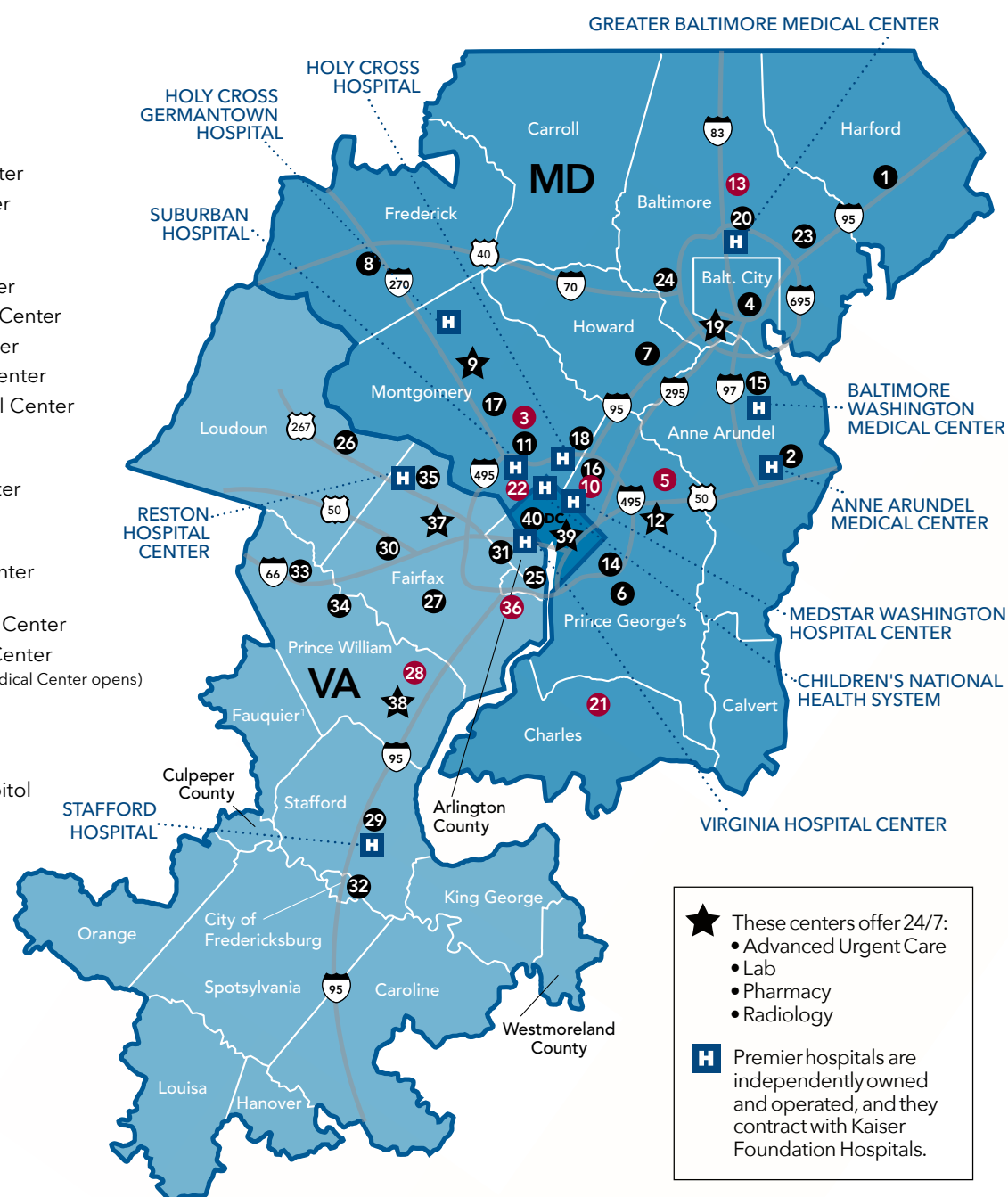
- 1 Abingdon Medical Center
  - 2 Annapolis Medical Center
  - 3 **OPENING TBD**  
Medical Center in Aspen Hill
  - 4 Kaiser Permanente Baltimore Harbor Medical Center
  - 5 **OPENING 2021**  
Bowie Fairwood Medical Center
  - 6 Camp Springs Medical Center
  - 7 Columbia Gateway Medical Center
  - 8 Kaiser Permanente Frederick Medical Center
  - 9 Gaithersburg Medical Center
  - 10 **OPENING 2022**  
Medical Center in Hyattsville
  - 11 Kensington Medical Center
  - 12 Largo Medical Center
  - 13 **OPENING 2022**  
Lutherville-Timonium Medical Center
  - 14 Marlow Heights Medical Center
  - 15 North Arundel Medical Center
  - 16 Prince George's Medical Center  
(will close when the Medical Center in Hyattsville opens)
  - 17 Shady Grove Medical Center
  - 18 Silver Spring Medical Center
  - 19 South Baltimore County Medical Center
  - 20 Towson Medical Center  
(will close when Lutherville-Timonium Medical Center opens)
  - 21 **OPENING TBD**  
Medical Center in Waldorf
  - 22 **OPENING 2021**
- well** Friendship Heights  
by KAISER PERMANENTE.
- 23 White Marsh Medical Center
  - 24 Woodlawn Medical Center

## Virginia

- 25 Alexandria Medical Center
- 26 Ashburn Medical Center
- 27 Burke Medical Center
- 28 **OPENING 2022**  
Caton Hill Medical Center
- 29 Colonial Forge Medical Center
- 30 Fair Oaks Medical Center
- 31 Falls Church Medical Center
- 32 Fredericksburg Medical Center
- 33 Haymarket Crossroads Medical Center
- 34 Manassas Medical Center
- 35 Reston Medical Center
- 36 **OPENING 2022**  
Springfield Medical Center  
(adjacent to current facility)
- 37 Tysons Corner Medical Center
- 38 Woodbridge Medical Center  
(will close when Caton Hill Medical Center opens)

## Washington, DC

- 39 Kaiser Permanente Capitol Hill Medical Center
- 40 Northwest DC Medical Office Building



Please check [kp.org/facilities](https://kp.org/facilities) for the most up-to-date listing of services available at Kaiser Permanente Medical Centers.

<sup>1</sup>Kaiser Permanente's service area in Fauquier County includes the following ZIP codes: 20115, 20116, 20117, 20119, 20128, 20137, 20138, 20139, 20140, 20144, 20181, 20184, 20185, 20186, 20187, 20188, 20198, 22406, 22556, 22639, 22642, 22643, 22720, 22728, and 22739.





## QUALITY CARE STARTS WITH QUALITY DOCTORS

As a member, you'll have access to the largest integrated physician group in the region. Our doctors come from top medical schools, and work together seamlessly across specialties to provide the most convenient care. No matter which personal doctor you choose, you'll be in skilled, experienced hands—and you can change doctors at any time, for any reason. Because they're not weighed down by paperwork, they can focus solely on your care. This is just one of the reasons they're recognized as Top Docs<sup>2</sup>—especially by their fellow physicians.

And our physicians practice in more than 50 medical and surgical specialties and subspecialties, so we've got you no matter what your specific health needs are:

- Allergy
- Bariatric surgery
- Cardiology
- Dermatology
- Endocrinology
- Gastroenterology
- High-risk pregnancy
- Neurology
- Pain management
- Pediatric specialties
- Rheumatology
- Urology







## MEMBERSHIP HAS ITS HEALTHY PRIVILEGES

Being a Kaiser Permanente member has advantages that help make your life easier—and make staying on top of your health a walk in the park.



### Choose a doctor who's right for you^

Browse the profiles of our highly skilled doctors online and select one who fits your needs. And you can change doctors anytime, for any reason.



### Transition your care seamlessly^

Transferring your care is practically effortless. Get care and move your prescriptions to a medical center that's close to where you live or work. With most services under one roof, you can take care of your health needs in just one trip.



### Get care on your schedule^

When you need care, you can get it when it works best for you. Make appointments, email your doctor, refill prescriptions, and more online when you register at **kp.org**^ or download the **Kaiser Permanente app**.^5



### Order your prescriptions easily^

Never miss a dose with our prescription home delivery.<sup>3</sup> Transfer your prescriptions to your nearest Kaiser Permanente pharmacy and order refills online or by phone, delivered right to your home.







## YOUR HEALTH IS OUR PRIORITY

Your physicians and care team are your partners in health. So whether you need treatment or just want to stay on top of your health, we have your back.



### Preventive care to keep you healthy^

Our focus on preventive care, supported by reminders about when you're due for your next health screening, is key to how we practice medicine. This helps us to identify issues before they become serious, or avoid them altogether.



### Support for chronic conditions

If you have a condition like heart disease or diabetes, you're automatically enrolled in a disease management program for personal coaching. You'll also have access to remote monitoring devices so your doctor can see your numbers in real time and take action if needed.



### Specialty care when you need it

With over 50 specialties, you'll always get the targeted care and treatment you need from the right specialist. And some specialties, such as ob-gyn and behavioral health, don't require a referral.



### Better care with a connected team

Your doctor, nurses, and other specialists are connected to each other and to you through your electronic health record. So they know when you're due for screenings and what medications you're taking, and can personalize your care just for you.





## YOUR TIME IS AS IMPORTANT AS YOUR CARE

At Kaiser Permanente, you can safely get care when and where you need it. And with telehealth visits, you can talk to YOUR doctor—even specialists—rather than someone unfamiliar with your health history.



### Video<sup>4</sup>

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online. Ask your doctor if video visits are available to you.



### E-visit

Complete a short online questionnaire about your symptoms and get personalized self-care advice from a Kaiser Permanente provider.



### 24/7 care and advice by phone

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



### Email

Email your doctor's office anytime with nonurgent questions. You'll usually get a response within two business days—if not sooner.



### 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. We're continuing to take precautions in all of our medical centers to keep members, staff, and communities safe.





## YOU'RE COVERED WHEREVER YOU ARE

For immediate health concerns, you're supported by care that's connected to your electronic health record. That means it's personalized to fit your needs. And if you're traveling, you can still get the care you need.



### Urgent Care<sup>^</sup>

Kaiser Permanente's Urgent Care centers typically provide more services than standard community urgent care facilities. They're staffed with skilled and knowledgeable emergency, family, and internal medicine physicians who work alongside nurses and technicians to treat your immediate health needs.



### Seven Advanced Urgent Care centers open 24/7<sup>\*6</sup>

Our 24/7 Advanced Urgent Care locations are staffed with physicians who can treat more serious issues than typical urgent care does. You'll often experience shorter wait times than in hospital emergency rooms, and have a care team who knows your health history. Visit [kp.org/urgentcare/mas](https://kp.org/urgentcare/mas)<sup>^</sup> for more information.

<sup>\*</sup>Effective January 2022 when the Lutherville-Timonium Medical Center opens.



### Emergency care<sup>7</sup>

If you ever need emergency care, you're covered worldwide—anytime, anywhere. Emergency care is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include:

- Chest pain or pressure
- Sudden, severe stomach pain
- Decrease in or loss of consciousness



### Care away from home<sup>8</sup>

If you're hurt or sick while traveling, we'll help you get care. Before you go, we'll make sure you have what you need, including vaccines, prescriptions, and more. Just call our 24/7 Away from Home Travel Line at **951-268-3900** or visit [kp.org/travel](https://kp.org/travel)<sup>^</sup>.



You can also visit a MinuteClinic<sup>9</sup> or Concentra clinic when traveling outside of our service area. Contact the appropriate location before visiting to confirm services are available.



## OUR PLAN EXTRAS HELP YOU TAKE CHARGE OF YOUR HEALTH

Good health goes beyond the doctor's office. Explore some of the convenient resources available to members and choose any—or all—that fit your life.



### Special rates for members

Enjoy reduced rates on services that can help you stay healthy—like gym memberships, acupuncture, massage therapy, and chiropractic care.



### Self-care apps<sup>10</sup>

Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with self-care apps such as Calm and myStrength, available at no extra cost to adult members. Visit [kp.org/selfcareapps](https://kp.org/selfcareapps)<sup>^</sup> for more information.



### Healthy lifestyle programs

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



### Personal wellness coaching

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



### Online wellness tools

Visit [kp.org/healthyliving](https://kp.org/healthyliving)<sup>^</sup> 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, or get fit with the ClassPass exercise program, where you can take classes online or livestream a session right at home. See what's available near you at [kp.org/classes/mas](https://kp.org/classes/mas)<sup>^</sup>—some may require a fee.



## NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (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 **1-800-777-7902** (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: Kaiser Permanente, Appeals and Correspondence Department, Attn: Kaiser Civil Rights Coordinator, 2101 East Jefferson St., Rockville, MD 20852, telephone number: 1-800-777-7902.

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>.

## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-777-7902** (TTY: **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-777-7902** (TTY: **711**).

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-777-7902** (TTY: **711**).

**Bàsɔ̀wù Wùdù (Bassa) Dè dɛ nà kɛ dyédé gbo:** ɔ̃ jũ ké m̀ Bàsɔ̀wù-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò béín m̀ gbo kpáa. **Đá 1-800-777-7902** (TTY: **711**)

**বাংলা (Bengali) লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-777-7902** (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 **1-800-777-7902** (TTY: **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-777-7902** (TTY: **711**) تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-777-7902** (TTY: **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-777-7902** (TTY: **711**).

**ગુજરાતી (Gujarati) સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-777-7902** (TTY: **711**).

**Kreyòl Ayisyen (Haitian Creole) ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-777-7902** (TTY: **711**).

**हिन्दी (Hindi) ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-777-7902** (TTY: **711**) पर कॉल करें।

**Igbo (Igbo) NRUBAMA:** Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ **1-800-777-7902** (TTY: **711**).

**Italiano (Italian) ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-777-7902** (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。**1-800-777-7902** (TTY: **711**) まで、お電話にてご連絡ください。

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-777-7902** (TTY: **711**) 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yáníłt'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih **1-800-777-7902** (TTY: **711**).

**Português (Portuguese) ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-777-7902** (TTY: **711**).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-777-7902** (TTY: **711**).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-777-7902** (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 **1-800-777-7902** (TTY: **711**).

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-777-7902** (TTY: **711**).

**اردو (Urdu) خبردار:** اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-800-777-7902** (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 **1-800-777-7902** (TTY: **711**).

**Yorùbá (Yoruba) AKIYESI:** Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-800-777-7902** (TTY: **711**).

# ENDNOTES

- <sup>1</sup> In the survey Best Health Insurance Companies for 2021 by **Insure.com**,<sup>^</sup> Kaiser Permanente as a national enterprise is rated #1 overall among 15 companies. In the National Committee for Quality Assurance (NCQA) 2019-2020 Health Insurance Plan Ratings, Kaiser Permanente of the Mid-Atlantic States' private health plan is rated 5 out of 5, among the top 1% in the nation. Due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings for any product line. This rating is based upon 2019-2020 Health Plan Ratings. The 2019 Commission on Cancer, a program of the American College of Surgeons, granted Three-Year Accreditation with Commendation to the Kaiser Permanente cancer care program. The Mid-Atlantic Permanente Medical Group is the largest multispecialty medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. Permanente doctors are recognized as Top Doctors in *Northern Virginia Magazine* (2021), *Washingtonian* magazine (2020), and *Baltimore* magazine (2020). According to NCQA's Quality Compass 2019, we lead DC, MD, and VA in the following categories: colorectal screening, breast cancer screening, childhood immunizations combo 9, cervical cancer screening, and timeliness of prenatal and postpartum care for women. Quality Compass is a registered trademark of the NCQA.
- <sup>2</sup> The physicians who practice at Kaiser Permanente are recognized as Top Doctors in *Northern Virginia Magazine* (2021), *Washingtonian* magazine (2020), and *Baltimore* magazine (2020).
- <sup>3</sup> Some medications are not eligible for prescription home delivery. Prescription home delivery can deliver to addresses in MD, VA, DC, and certain locations outside the service area.
- <sup>4</sup> If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.
- <sup>5</sup> To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.<sup>^</sup>
- <sup>6</sup> The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location and hours of services for Urgent Care. For the most up-to-date information, visit **kp.org/urgentcare/mas**.<sup>^</sup>
- <sup>7</sup> An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part. Refer to your *Evidence of Coverage* for the complete definition of emergency medical conditions.
- <sup>8</sup> 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 country. 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.
- <sup>9</sup> If you get care at a MinuteClinic, you'll be charged your standard copay or coinsurance. If you get urgent care at a MinuteClinic within a state with Kaiser Permanente providers, you'll be asked to pay up front for services you receive and will need to file a claim for reimbursement.
- <sup>10</sup> These apps are not covered under your health plan benefits and are not 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. myStrength is a wholly owned subsidiary of Livongo Health, Inc.
- <sup>11</sup> These features are available when you get care from Kaiser Permanente facilities.



# WELCOME TO YOUR NEW KAISER PERMANENTE HEALTH PLAN

Now that you've made a choice for better health, we'll make it easy for you to switch so you can start experiencing personalized, convenient care. Once you join, go to **kp.org/newmember^** to set up an online profile so you can enjoy easy access to care. **You'll need your Kaiser Permanente ID card, which has your medical record number, to easily set up your profile.** Then you can:

## 1 SEARCH PROFILES TO FIND THE RIGHT DOCTOR

Browse doctors so you can find one that fits your needs.

## 2 TRANSITION YOUR CARE SEAMLESSLY

Transfer your prescriptions and schedule an appointment at a medical center close to where you live or work.

## 3 MANAGE YOUR CARE ONLINE

After you set up your profile, visit **kp.org^** 24/7 to:<sup>11</sup>

- View most lab results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments

And remember to download the KP app to access care on the go.

Health care doesn't have to be confusing. If you don't know an HMO from an HSA, you're not alone. But rest assured—we're here to make health care easier to understand. Get help learning the basics at **healthy.kaiserpermanente.org/learn.^**

**New members, save this page and refer back to it until you receive the new Kaiser Permanente member guide via the United States Postal Service.**





# STILL THINKING? WE CAN HELP YOU DECIDE.

## Questions

Visit **kp.org/thrive**<sup>^</sup> anytime, or call Member Services at **800-777-7902** (TTY **711**), Monday through Friday, 7:30 a.m. to 9 p.m.

## Already a member?

Manage your care online anytime at **kp.org**<sup>^</sup>. If you haven't already, go to **kp.org/registernow**<sup>^</sup>.

 **facebook.com/kpthrive**<sup>^</sup>

 **youtube.com/kaiserpermanenteorg**<sup>^</sup>

 **@kptotalhealth**<sup>^</sup>

