

# Find your healthy place

With care designed to help you thrive



# Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. Care at Kaiser Permanente can feel easier and faster, with the help of connected caregivers, more ways to get care, and support for the whole you. Welcome to care that helps fit your life.

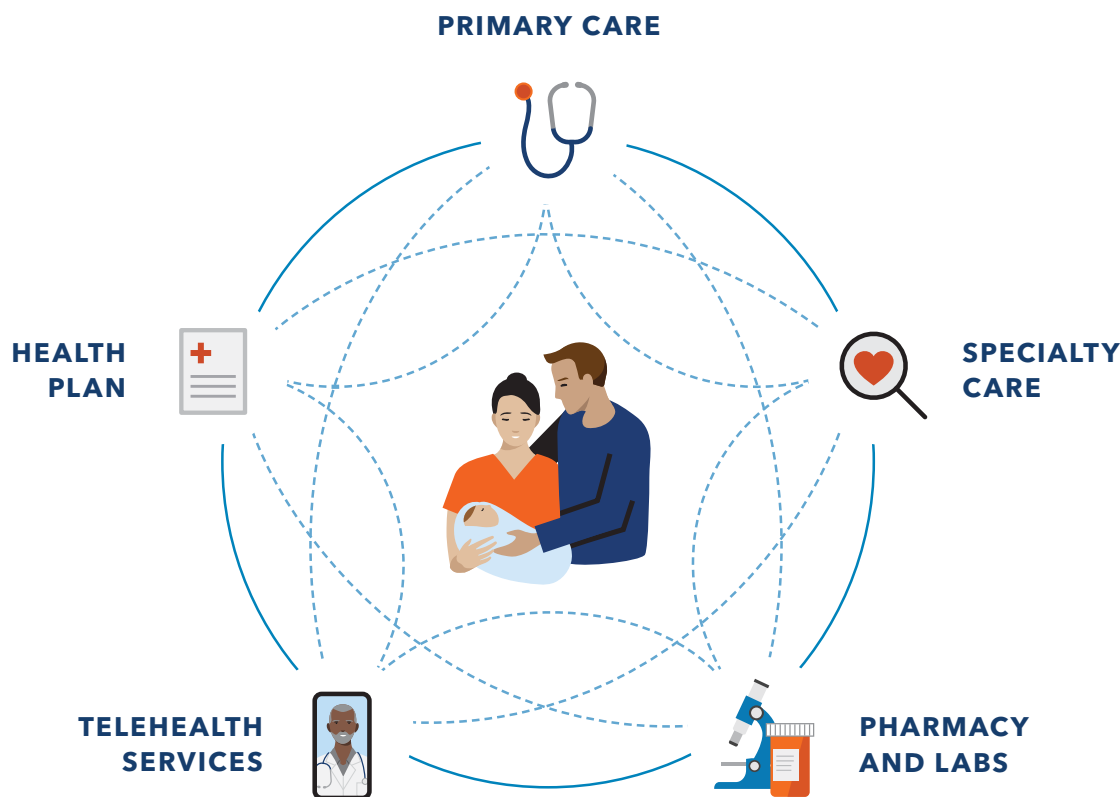
## LEARN MORE ABOUT:

Care centered around you.....	4
Convenient ways to get what you need .....	5
High-quality clinical care.....	6
A great experience from the start.....	7
New member care transition .....	8
Making the most of your membership .....	9
Save on wellness services and products.....	10
Medical benefits summary .....	11
Dental coverage and benefits summary .....	12-13
Vision coverage and benefits summary .....	14-15
Where to get care in Lane County.....	16

### Want to talk? We're here to help.

A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what options are included. Call **1-800-514-0985** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.





## Built to help make your life easier

Kaiser Permanente combines care and coverage – which makes us different than your other health care options. Your doctors, hospitals, and health plan work together to make high-quality health care easier to get. That means you can have peace of mind knowing care for your total health is there when and where you need it – from your doctor's office to your living room.

To see what it's like to be a member, visit [\*\*kp.org/myhealthplace\*\*](https://kp.org/myhealthplace).

"I really appreciate the coordination of care. Every doctor and specialist can access my records, and I don't have to waste valuable time repeating medical histories."

– **Lisa**, Kaiser Permanente member

# Care centered around you

Care at Kaiser Permanente isn't one-size-fits-all. Our physician-led teams work together to help provide care tailored to your needs. Your care team is all part of the same network, helping make it easier to share information, see your health history, and deliver high-quality, personalized care – when and where you need it.

## Your healthy place should reflect who you are

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:

- Hire doctors and staff who speak more than one language
- Offer phone interpretation services in more than 150 languages
- Improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer\*

## Get coordinated care with the help of your electronic health record



**Share your health history** and any concerns with your personal doctor.



**Your doctor helps coordinate your care**, so you spend less time worrying about where to go or who to call next.



**Future care teams** have a full picture of your health history – without you having to repeat your story.



**With your health records in hand**, your care team knows your needs in the moment and reminds you to schedule checkups and tests. Plus, you can view your records 24/7.

\*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.

# Convenient ways to get what you need

You've got more ways to get quality care than ever before, so it can be easier to stay on top of your health.



## Video or phone appointment

Schedule a face-to-face video visit or phone appointment with a Kaiser Permanente care team and any specialists you've been referred to.<sup>1,2,3</sup>



## In-person care

We offer same-day, next-day, after-hours, and weekend services at many of our locations.<sup>3,4</sup>

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>5,6</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.<sup>7</sup>



## 24/7 advice

Get support with 24/7 care advice by phone.



## E-visit

Use our online symptom checker for certain conditions and get personalized care advice within a few hours.



**Telehealth is covered at no additional cost with most plans<sup>8</sup>**

For care coordinated with a PeaceHealth provider, sign in to your My PeaceHealth account at [my.peacehealth.org](https://my.peacehealth.org) to review test results and email your provider.

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

<sup>2</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 appointments 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>3</sup>These features available when you get care at Kaiser Permanente facilities.

<sup>4</sup>In the case of a pandemic, some facilities may be closed or offer limited hours and services.

<sup>5</sup>Exceptions include members on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region.

<sup>6</sup>Our partnership with PeaceHealth only includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these primary care locations are part of our network. Go to [kp.org/doctors](https://kp.org/doctors) to verify network participation. Some specialty care services are accessed through referral and prior authorization.

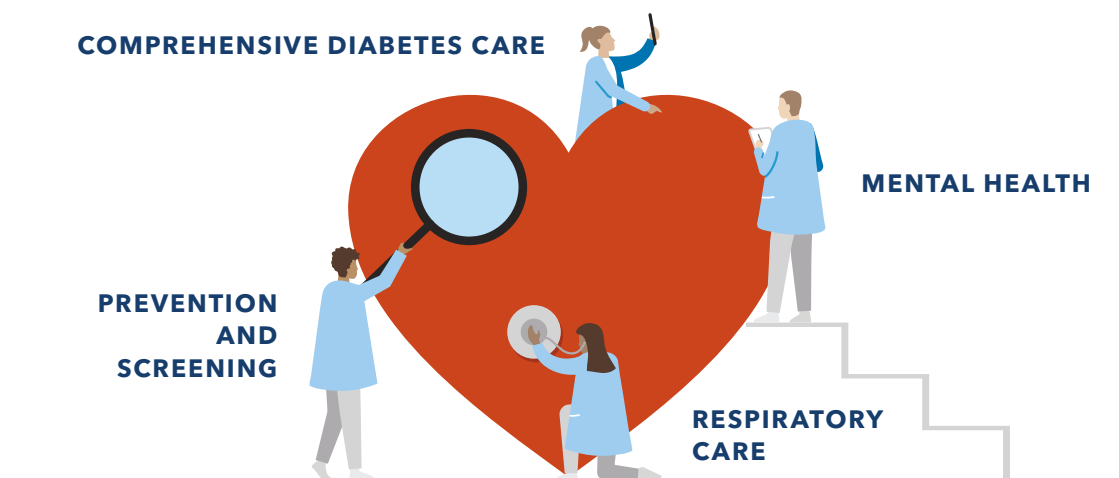
<sup>7</sup>Available on most prescription orders; additional fees may apply. For more information, contact the pharmacy. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

<sup>8</sup>High deductible health plans such as Plan 3 may require a copay or coinsurance for phone appointments and video visits.

# High-quality clinical care

When your health needs serious attention, our team of specialty care doctors has you covered.

In 2020, Kaiser Permanente led the nation as a top performer in 34 effectiveness-of-care measures. The closest national competitor led in only 17.\*



## Specialty care when you need it

No matter your needs – mental health, maternity, cancer care, heart health, and more – you'll have access to skilled doctors, the latest technology, and evidence-based care to help you on your journey to recovery.

### A comprehensive approach to care

We help connect you with a specialist who will create a personalized plan for your care. To learn how our specialists work together in a connected system, visit [kp.org/specialtycare](https://kp.org/specialtycare).

As a Kaiser Permanente member, you also have access to more than 650 affiliated providers at 130 locations in Lane County.

### 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.

\*Kaiser Permanente 2020 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 2020 and is used with the permission of NCQA. Quality Compass 2020 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.



# A great experience from the start

Switching plans can seem like a lot of work, but at Kaiser Permanente, we help guide new members through each step. So you can get the care you need without missing a beat.



## Search profiles to find your preferred doctor

Our online doctor profiles let you browse the many doctors and locations in your area, even before you enroll. So you can join knowing you've found a doctor who helps fit your needs.



## Transition your care

Easily move prescriptions and schedule a visit with a doctor who's close to your home, work, or school. We strive to provide the support you need to help you reach your health goals.



## Connect to care online

After you enroll, create an account at **kp.org** or download the Kaiser Permanente app.<sup>1</sup> Then manage your health on your schedule – whenever, wherever.

For care coordinated with a PeaceHealth provider, sign in to your My PeaceHealth account at **my.peacehealth.org** to review test results and email your provider.<sup>2</sup>

## 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 help make health care easier to understand. Get help learning the basics at **healthy.kaiserpermanente.org/learn**.







<sup>1</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

<sup>2</sup>Our partnership with PeaceHealth only includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these primary care locations are part of our network. Go to kp.org/doctors to verify network participation. Some specialty care services are accessed through referral and prior authorization.

# New member care transition

Our goal is to help determine your unique needs and connect you with the doctors, specialists, and prescription medications to help effectively manage your care transition.

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

	<b>Common needs</b>	<ul style="list-style-type: none"><li>• Choose a doctor.</li><li>• Schedule a routine appointment.</li><li>• Transfer prescriptions.</li></ul> <p>Also available 24/7 for self-service at <a href="https://kp.org">kp.org</a>.</p>
	<b>Parent and child needs</b>	<ul style="list-style-type: none"><li>• Select a pediatrician or family practice doctor.</li><li>• Transfer records and health history.</li><li>• Transfer prescriptions.</li><li>• Schedule vaccinations.</li></ul>
	<b>Specialty care needs</b>	<ul style="list-style-type: none"><li>• Connect with specialists such as oncologists, neurologists, and dermatologists.</li><li>• Connect with mental health professionals.</li><li>• Choose an ob-gyn and pediatrician.</li><li>• Determine durable medical equipment needs.</li></ul>
	<b>Complex medical needs</b>	<ul style="list-style-type: none"><li>• Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.</li><li>• Connect with a pharmacy for specialty prescriptions.</li></ul>

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





# Making the most of your membership

Good health goes beyond the doctor's office. Find your healthy place by exploring some of the convenient features and extras available to members.<sup>1</sup> Many of these resources are available at no additional cost.



## Kaiser Permanente app

Manage your health 24/7 – schedule appointments, email your doctor's office with nonurgent questions, order most prescription refills, see most test results, read your doctor's notes, and more.<sup>2</sup>



## Healthy resources online

You'll find a host of healthy resources at [kp.org](https://kp.org), and useful OEBC wellness resources at [my.kp.org/oebb/wellness-program](https://my.kp.org/oebb/wellness-program).



## Reduced rates on gym memberships

Stay active by joining a local fitness center, plus enjoy thousands of digital workout videos. Learn more at [kp.org/choosehealthy](https://kp.org/choosehealthy).



## Healthy lifestyle programs

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



## Wellness coaching

Get help reaching your health goals by working one-on-one with a wellness coach by phone. Learn more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).

## Extras for your total health<sup>3</sup>



Adult members can use meditation and mindfulness to help build mental resilience, reduce stress, and improve sleep.



Adult members can set mental health goals, track progress, and get support managing depression, anxiety, and more.

## CLASSPASS

Choose from thousands of on-demand workout videos and get reduced rates on livestream and in-person classes.

<sup>1</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>2</sup>These features apply to care you get at Kaiser Permanente facilities. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).

<sup>3</sup>Only available to Kaiser Permanente members with medical coverage; myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

# Save on wellness services and products

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.

## **CHP Active and Healthy**

This program can help you and your family save money on your favorite healthy, fun, and stress-relieving activities.

Explore the below options and more at [chpactiveandhealthy.com](https://chpactiveandhealthy.com).

### **Outdoor and adventure**

Save on rock-climbing gyms, outdoor schools, guided fishing trips, ski rentals, and other activities that will get you out and about.

### **Arts and culture**

Get discounts that will help you explore local museums, gardens, art galleries, and performing arts centers. You can also save on music lessons and get discounted movie tickets.

### **Exercise**

From boot camps, martial arts classes, and health and fitness clubs, to aquatic centers, dance studios, and personal training lessons, you can save on a host of exercise-related memberships and services.

### **Eating well**

You'll find deals on cooking classes, nutritional supplements, weight management services, gardening supplies, and more.

## **Alternative care and chiropractic**

Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Visit [chpgroup.com](https://chpgroup.com) to learn more and select your provider.

## **ChooseHealthy™**

With the ChooseHealthy program, you can continue on the road to wellness. ChooseHealthy is an online resource for health information, health and fitness tools, and discounts on health products. This program is available at no additional cost to you. Learn more at [kp.org/choosehealthy](https://kp.org/choosehealthy).

- Plan your meals for the month with meal plans that are suited to your tastes, fitness level, and weight goals.
- Get personalized cardio and strength training plans based on your fitness goals.
- Get savings like membership discounts and initiation fee discounts at more than 100 fitness clubs, yoga studios, and exercise centers from Longview, Washington, to Eugene, Oregon.

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).

# 2021-2022 medical benefits summary

2021-2022 medical plan benefits	Plan 1	Plan 2A (formerly Plan 2)	NEW: Plan 2B	Plan 3
Plan year deductible	None	\$800/individual <sup>1</sup> \$2,400/family <sup>2</sup>	\$1,200/individual <sup>1</sup> \$3,600/family <sup>2</sup>	\$1,600/individual <sup>1</sup> \$3,200/family <sup>2</sup>
Out-of-pocket maximum per plan year	\$1,500/individual <sup>1</sup> \$3,000/family <sup>2</sup>	\$4,000/individual <sup>1</sup> \$12,000/family <sup>2</sup>	\$4,500/individual <sup>1</sup> \$13,500/family <sup>2</sup>	\$6,550/individual <sup>1</sup> \$13,100/family <sup>2</sup>
Preventive care services	\$0	\$0	\$0	\$0
Prenatal care	\$0	\$0	\$0	\$0
Well-baby routine visits	\$0	\$0	\$0	\$0
Preventive tests	\$0	\$0	\$0	\$0
Office visit copay	\$20	\$25	\$30	20% after deductible
Specialist copay	\$30	\$35	\$40	20% after deductible
Virtual care	\$0	\$0	\$0	0% after deductible
Outpatient surgery	\$75	20% after deductible	20% after deductible	20% after deductible
Emergency room copay	\$100	20% after deductible	20% after deductible	20% after deductible
Hospital inpatient care	\$100 per day, up to \$500 per admission max	20% after deductible	20% after deductible	20% after deductible
Lab/X-ray/diagnostics	\$20	\$25	\$30	20% after deductible
Prescription: Mail-order pharmacy is available at 2 copays for a 90-day supply	\$5 generic \$25 formulary brand \$45 nonformulary brand 25% up to \$100 specialty	\$5 generic \$25 formulary brand \$45 nonformulary brand 25% up to \$100 specialty	\$5 generic \$25 formulary brand \$45 nonformulary brand 25% up to \$100 specialty	20% after deductible
Self-referred alternative care: chiropractic, naturopathy, and acupuncture	\$20 \$2,000 combined annual benefit maximum applies to alternative care services	\$25 \$2,000 combined annual benefit maximum applies to alternative care services	\$30 \$2,000 combined annual benefit maximum applies to alternative care services	20% after deductible \$2,000 combined annual benefit maximum applies to alternative care services

<sup>1</sup>For subscriber only coverage per year.

<sup>2</sup>For a family of 2 or more members per year.

This is not a contract. This benefit summary does not fully describe your benefit coverage with Kaiser Foundation Health Plan of the Northwest. For more details of your benefit coverage, exclusions and limitations, claims review, and adjudication procedures, please see your *Member Handbook*, also known as the *Evidence of Coverage (EOC)*, or call Member Services. In the case of a conflict between this summary and the *EOC*, the *EOC* will prevail.

# Kaiser Permanente dental coverage

We believe in total health, beginning with high-quality dental and oral care. That's why every member gets a personalized prevention and treatment plan. And that's why dental preventive care is at the core of our philosophy.



## Our philosophy of care

We emphasize preventive care to help keep your teeth and gums healthy. You'll receive a personalized prevention and treatment plan after we assess your risk for dental disease.

### Quality

For more than 2 decades, we've received the highest level of accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC).<sup>1</sup> This means our Dental Program has met rigorous national standards. Currently we are the only dental practice in the Pacific Northwest with AAAHC accreditation.

### Integrated approach

Our comprehensive electronic health record system gives dental providers access to your health history. Our dentists can communicate with your medical clinicians, providing integrated care, which helps you rest easy, knowing we are looking out for your total health. Plus, with many of our dental offices located in or near our medical offices, you can save a trip by taking care of minor medical needs, like flu shots or vaccinations, during your dental appointment.<sup>2</sup>



## Urgent and emergency care

Emergency dental conditions include severe swelling or infection, severe traumatic injury to teeth, bleeding that doesn't stop, and extreme pain. If you need emergency care, please call the Appointment Center any time, any day.



## Getting convenient care

Hours are Monday, Tuesday, Thursday, and Friday, 7 a.m. to 6 p.m.

For more information or to schedule an appointment, call us at **1-800-813-2000** (TTY **711**) or visit **kp.org/dental/nw**.

Our Valley River Dental Office is conveniently located across from the Valley River Center:

1011 Valley River Way, Ste. 116B  
Eugene, OR 97401

### Teledentistry

With new teledentistry options like email, phone visits, and video visits, you can talk to your care team about your dental symptoms and dental history and get advice for next steps – all without leaving your home or workplace.<sup>3,4</sup>

<sup>1</sup>[www.aaahc.org](http://www.aaahc.org)

<sup>2</sup>Medical services are available at select dental locations. You must be enrolled in a Kaiser Permanente medical plan to receive medical care.

<sup>3</sup>When appropriate and available. These features are available when you get care at a Kaiser Permanente facility.

<sup>4</sup>To have a video visit, members must be registered on [kp.org](http://kp.org) and have a camera-equipped computer or mobile device. If you travel out of state, phone appointments 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.

# 2021-2022 dental benefits summary

Plan benefits	Dental Plan <sup>1</sup>
Dental office visit copay	\$20 per visit plus any copay or coinsurance listed below for specific services
NEW: Preventive care office visit copay	\$0
Deductible	None
Plan year maximum	\$4,000
Oral exams, X-rays, cleaning (prophylaxis), fluoride treatments, and space maintainers	\$0
Routine fillings, inlays, and stainless steel crowns <sup>2,3,4</sup>	\$0
Simple tooth extractions <sup>4</sup>	\$0
Surgical extraction, including diagnosis and evaluation <sup>4</sup>	\$50
Diagnosis, evaluation, and treatment of gum disease including scaling and root planing <sup>4</sup>	\$0
Root canal and related therapy including diagnosis and evaluation <sup>4</sup>	\$50
Gold or porcelain crowns and onlays <sup>4</sup>	\$250
Full and partial dentures, relines, rebases <sup>4</sup>	\$100
Bridge retainers and pontics <sup>4</sup>	\$250
Orthodontic treatment <sup>4</sup>	\$2,500 copay + \$20 per visit
Implants	50% (limit of 4 per lifetime)
Occlusal guards (once every 5 years) and athletic mouth guards (once each year)	10%

<sup>1</sup>Services must be provided by a contracted Kaiser Permanente provider in order for benefits to be payable. See *Evidence of Coverage* for details.

<sup>2</sup>Posterior fillings paid to amalgam fee.

<sup>3</sup>Fillings are covered at 100% for all amalgam tooth surfaces, composite anteriors, and one-surface composite posteriors. Patients may request composite fillings, which are considered a buy-up, and additional fees may apply.

<sup>4</sup>Benefit is subject to a 12-month benefit waiting period for late enrollees.

# Kaiser Permanente vision coverage

At Vision Essentials by Kaiser Permanente, we see eye care differently. Healthy sight is more than glasses and contact lenses. Our optometrists and ophthalmologists provide comprehensive eye care, including routine eye exams, to help keep your vision sharp and your eyes healthy.



## How to access care

### Routine eye care and prescription contact lenses

Members in our Eugene-Springfield service area can get routine eye exams and order prescription contact lenses at Oregon Eye Associates, a network of ophthalmic practices located in the heart of downtown Eugene.

Visit [oea.myezyaccess.com](https://oea.myezyaccess.com) or call **541-484-3937** to schedule an appointment at their office at 1550 Oak St., Eugene, OR 97401.

Members can also receive eye care services through PeaceHealth Eye Care and Optical Shop. To make an appointment, call **458-205-6257**.

### Contact lenses by mail

You may also order contact lenses from Vision Essentials by Kaiser Permanente. Contact us at **1-800-813-2000** (option 3) to order your prescription contact lenses.



## Prescription glasses

Co-located with Oregon Eye Associates at 1550 Oak St. in Eugene, the Focal Point offers a wide variety of eyewear, frames, lenses, and sunglasses for members to choose from.

Call **541-683-6341** or visit [focalpointoregon.com](https://focalpointoregon.com) for more information.





# 2021-2022 vision benefits summary

Plan benefits	Vision plan*
Vision exam	Covered under your Kaiser Permanente medical plan with applicable cost share
<b>Hardware allowance – once per plan year</b>	
Prescription hardware – frames, lenses, and contact lenses	\$250
\$100 of your annual \$250 allowance may be used toward nonprescription sunglasses and/or digital eye strain glasses.	
<b>Additional benefits</b>	
50/50 Protection Plan	Included
Second pair of complete glasses	Save 30%



\*Must be enrolled in a Kaiser Permanente medical plan to enroll in the Kaiser Permanente vision plan.

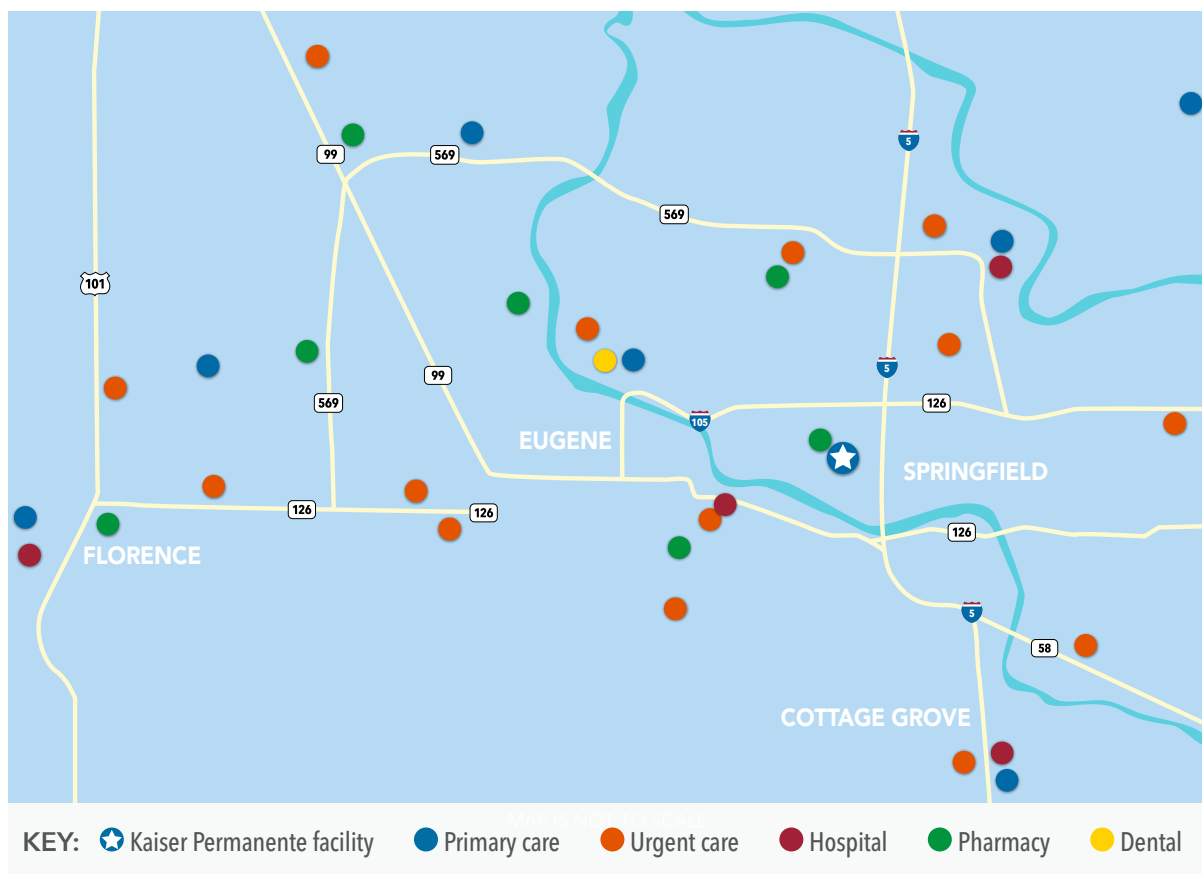
# Where to get care in Lane County

With many affiliated providers and facilities in the Eugene-Springfield area, we offer access to more options for care and services when and where you need them.

We are proud to partner with many local providers, including PeaceHealth,\* Northwest Health Partners/Northwest Surgical Specialists, Slocum Center for Orthopedics & Sports Medicine, and Pacific Women's Center. You may need a referral or prior authorization for some specialties based on your benefit plan.

Go to [kp.org/locations](https://kp.org/locations) to see all our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000** (TTY 711).

Facility information current as of June 2021.



Visit [kp.org/lane](https://kp.org/lane) to take a virtual tour of our facilities, meet our team, and more.

Kaiser Foundation Health Plan of the Northwest's Eugene-Springfield commercial service area applies to large employer groups, small employer groups, and individuals and families. To be eligible for coverage, individuals must live or work in one of the accepted ZIP codes specific to large employer groups, small employer groups, and individuals and families or be enrolled in an out-of-area plan.

\*Our partnership with PeaceHealth only includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these primary care locations are part of our network. Go to [kp.org/doctors](https://kp.org/doctors) to verify network participation. Some specialty care services are accessed through referral and prior authorization.

## Notes

## 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 ሚከተለው 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 ដោយមិនគិតល្មើស 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 yáníłti'go Diné Bizaad, saad bee áká'ánída'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**).

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