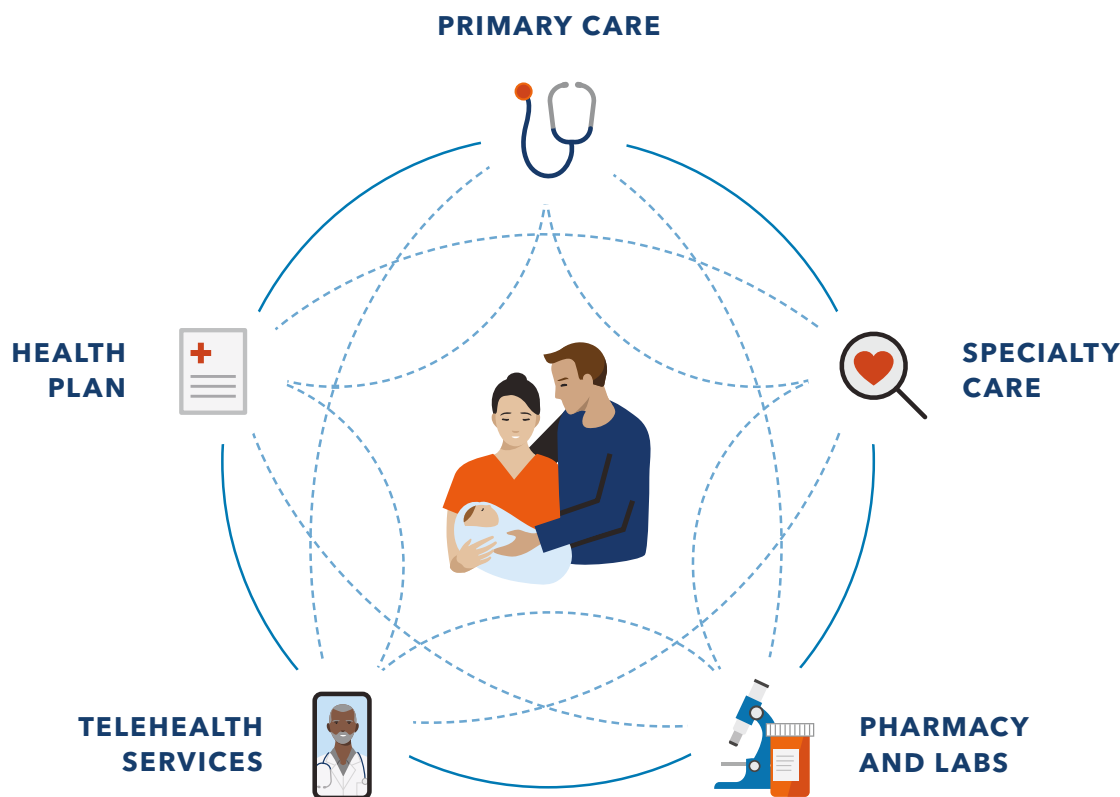


Find your healthy place

With care designed to help you thrive





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.

"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

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:

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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.



Care centered around you

As a Kaiser Permanente member, you choose where you want to go – get exclusive access to Kaiser Permanente’s Eugene Chase Gardens Medical Office and hundreds of community affiliated providers at locations throughout Lane County.

Kaiser Permanente Eugene Chase Gardens Medical Office

Chase Gardens is a next-generation medical office that acts as a hub for primary care, behavioral health care, lab and imaging services, pharmacy needs, and more.

Affiliate network providers

With a large group of affiliated providers and facilities in Lane County, 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:

Primary and routine care

- PeaceHealth (participating providers)*
- Orchid Health

Pediatrics (under 5 years old)

- PeaceHealth (participating providers)*
- Eugene Pediatrics

Urgent care

- PeaceHealth
- BestMed Urgent Care

Hospitals for emergency care

For a medical or mental health emergency, call **911** or go to the nearest hospital.

Specialists

- Slocum Center for Orthopedics & Sports Medicine
- Northwest Surgical Specialists
- Pacific Women’s Center
- Women’s Care
- The NeuroSpine Group
- Willamette Valley Cancer Institute
- Vista Counseling & Wellness Center
- Center for Family Development
- Options Counseling and Family Services
- And more

Go to **kp.org/locations** to see a complete list of our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000** (TTY **711**).

*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.

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. Visit **kp.org/getcare** to learn which of the following services are best suited for which conditions.



Get care now

Kaiser Permanente clinicians are available day or night, 24/7, for urgent care needs via on-demand video and phone, no appointment necessary.^{1,2,3}



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.^{1,2,3}



In-person care

We offer same-day, next-day, after-hours, and weekend services at many of our locations.^{3,4} 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.^{5,6}



Email

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



Prescription delivery

Pick up your prescriptions at the Chase Gardens Medical Office after your appointment, or use the Kaiser Permanente app to fill most prescriptions via our mail order pharmacy for delivery or same-day pickup at the Chase Gardens Medical Office.⁷



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.

¹When appropriate and available.

²To 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.

³These features are available when you get care at Kaiser Permanente facilities.

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

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

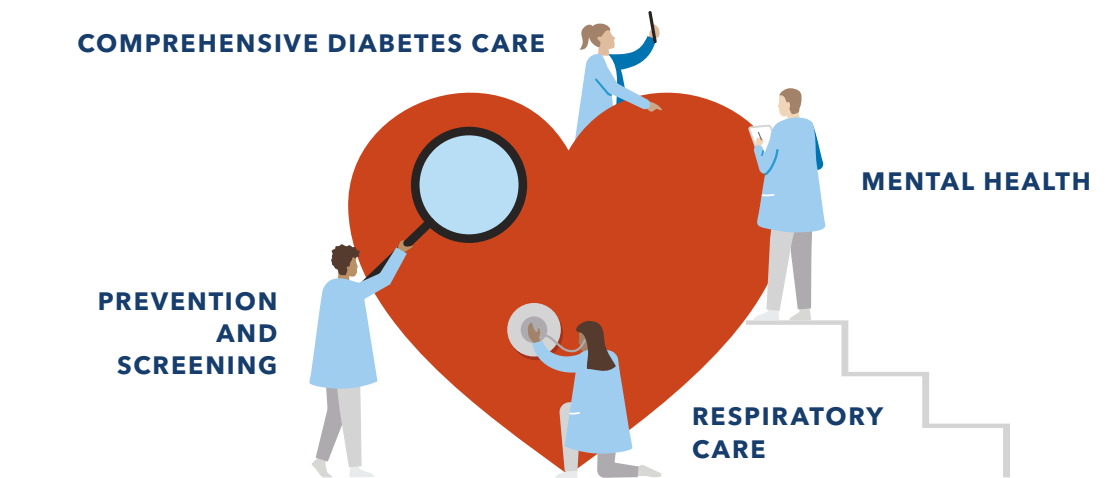
⁶Our partnership with PeaceHealth only includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these primary care locations are part of our network. Go to kp.org/doctors to verify network participation. Some specialty care services are accessed through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

⁷Available 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.

High-quality clinical care

When your health needs serious attention, our team of specialty care doctors has you covered , and you'll have additional specialty care options in Lane County.

In 2021, Kaiser Permanente led the nation as the top performer in 42 effectiveness-of-care measures. The closest national competitor led in only 14.*



Specialty care when you need it

No matter your needs – mental health, maternity, cancer care, heart health, and more – you'll have access to a network of skilled doctors in Lane County to help you on your journey to recovery.

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 2021 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 2021 and is used with the permission of NCQA. Quality Compass 2021 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.



Find your preferred doctor with video profiles

Get to know our Eugene Chase Gardens team and be more confident choosing your doctor before you enroll. Visit kpnwcare.org/chase-gardens/meet-our-team to watch our video profiles.



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.



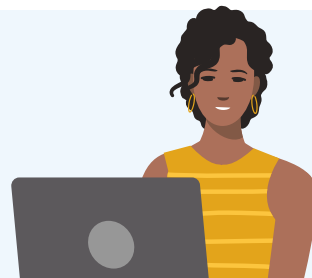
Connect to care online

After you enroll, create an account at kp.org or download the Kaiser Permanente app.* 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.

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 kp.org/learnthebasics.







*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

New member care transition

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

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

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

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 options available to members.¹ Many of these resources are available at no additional cost.



Omada diabetes prevention program² **NEW!**

Omada combines the science of behavior change with personal support so your employees can make changes that stick. Get access to a number of online resources and support from a health coach and online peer groups. Learn more at mybenefits.kp.org/oebb.



Alternative care

Your benefit provides coverage for chiropractic, acupuncture, and naturopathic services through The CHP Group network. Visit chpgroup.com to find a provider.



On-demand and in-person workouts via ClassPass³

Choose from thousands of on-demand workout videos and get reduced rates on livestream and in-person classes. Learn more at kp.org/classpass.



Healthy lifestyle programs

Connect to your health with online programs to help you lose weight, quit smoking, reduce stress, and more. Learn more at 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.

More ways to help improve your total health^{3,4}



Use meditation and mindfulness to help build mental resilience, reduce stress, and improve your sleep.



Set mental health goals, track progress, and get support managing depression, anxiety, and more.



This preventive, on-demand approach to mental health provides support anywhere, anytime.

Visit kp.org/selfcareapps to learn more.

¹These 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.

²Members must meet clinical inclusion criteria to participate in this program.

³Only available to Kaiser Permanente members with medical coverage.

⁴myStrength® 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 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.

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 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.

- 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).

2022-2023 medical benefits summary

Plan benefits	Plan 1	Plan 2A	Plan 2B	Plan 3
Plan year deductible	None	\$800/individual \$2,400/family	\$1,200/individual \$3,600/family	\$1,600/individual ¹ \$3,200/family ²
Out-of-pocket maximum per plan year	\$1,500/individual \$3,000/family	\$4,000/individual \$12,000/family	\$4,500/individual \$13,500/family	\$6,550/individual ¹ \$13,100/family ²
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, acupuncture, and naturopathy	\$20 20-visit limit for chiropractic 12-visit limit for acupuncture	\$25 20-visit limit for chiropractic 12-visit limit for acupuncture	\$30 20-visit limit for chiropractic 12-visit limit for acupuncture	20% after deductible 20-visit limit for chiropractic 12-visit limit for acupuncture

¹For subscriber only coverage per year.

²For 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 *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.



Dedicated to providing high-quality care

For more than 30 years, we've been independently recognized as a leader in providing high-quality, patient-centered, comprehensive care¹ – and we're the only dental practice in the Pacific Northwest to meet this rigorous standard.



Connected team of highly skilled dentists

You have access to 160 top-notch general and specialty dentists throughout our 21 dental offices in Oregon and Southwest Washington. Our connected providers make referrals to Kaiser Permanente specialty dentists seamless for you – without any additional paperwork or hassle.



Helping you stay on top of your total health

Shared health records help our dentists see when you're due for medical screenings and can help schedule appointments right away. And if you need services like a flu or COVID-19 shot, we take care of it during your dental visit, which helps keep you healthy.



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.



95% of our members say they would recommend Kaiser Permanente Dental to family and friends.²



Getting convenient care

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

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

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.

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.^{3,4}

¹Continuously accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) since 1990. Kaiser Permanente Dental is the only AAAHC-accredited dental home in the Northwest, and the third in the nation to achieve dental home accreditation. aaahc.org

²According to the Press Ganey survey from January 2021–December 2021.

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

⁴To 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.

2022-2023 dental benefits summary

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

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

²Preventive, diagnostic, and orthodontic services do not count toward the plan year maximum..

³Posterior fillings paid to amalgam fee.

⁴Fillings 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.

⁵Benefit is subject to a 12-month benefit waiting period for late enrollees.

Kaiser Permanente vision coverage

We see eye care differently at Kaiser Permanente. 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 Lane County can get routine eye exams and order prescription contact lenses at a number of community affiliated providers, including Eugene Eye Care Associates, Oregon Eye Consultants, Pacific ClearVision Institute, PeaceHealth Eye Care and Optical Shop, and more.

Visit **kp.org/lane** to learn more about our vision care partners.

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

For prescription glasses and sunglasses, members in Lane County can visit Focal Point and Pacific ClearVision Institute.

Visit **kp.org/lane** to learn more about our optical care partners.



2022-2023 vision benefits summary

2022-2023 vision plan benefits*	Plan 1	Plan 2A	Plan 2B	Plan 3
Vision exam	\$5	\$5	\$5	20% after deductible
Hardware allowance – once per plan year				
Frames, lenses, and contact lenses (Up to \$100 of this allowance may be used for nonprescription sunglasses or nonprescription digital eyestrain glasses.)	\$250	\$250	\$250	\$250
Additional benefits				
50/50 Protection Plan	Members can return their damaged, broken, or chewed glasses purchased at Kaiser Permanente Vision Essentials, and we'll apply 50% of the original price paid to replace them.			
Second pair of complete glasses	Save 30% on a second complete set of eyeglasses. Choose from styles that are made for different purposes, like sports glasses, reading glasses, blue-blocking computer glasses, and safety glasses.			

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



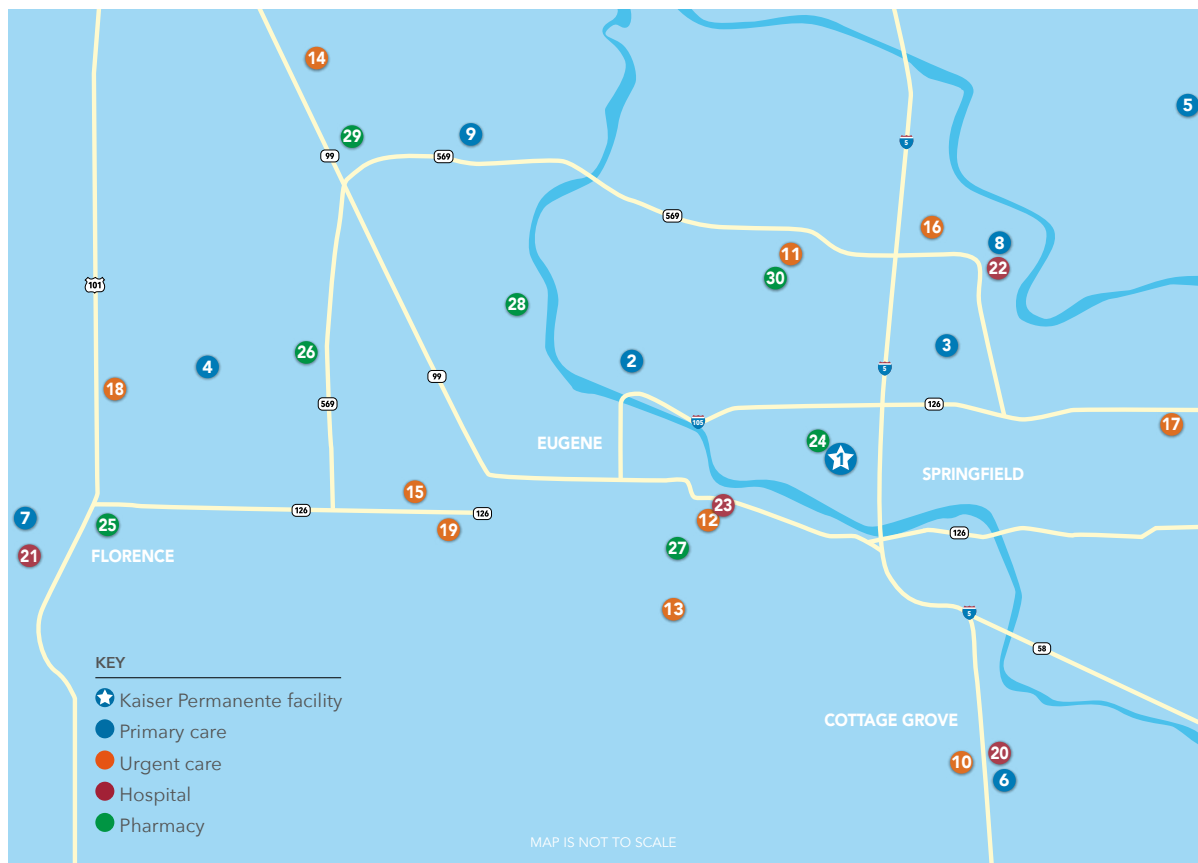
Where to get care in Lane County

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 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 2022.



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

Kaiser Foundation Health Plan of the Northwest's Lane County 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 to verify network participation. Some specialty care services are accessed through referral and prior authorization.

Care away from home

No matter where life takes you or your family, Kaiser Permanente has you covered. Learn more at about travel benefits at kp.org/travel.

Care at your fingertips, anytime



Use your kp.org account or the Kaiser Permanente app to:

- Speak to a licensed care provider 24/7 for medical advice
- Get care by phone, video, or e-visit¹ – no cost for most plans²
- Email your doctor's office for answers to routine health questions

Emergency and urgent care via Cigna **NEW!**



If you're away from home and need emergency or urgent care during your travels, you have access to Cigna's national network of doctors and providers. These services are available at your regular copay or cost share.

Urgent care from MinuteClinic and Concentra



You can visit a MinuteClinic (in select CVS and Target stores) or a Concentra urgent care center with or without an appointment. You'll pay your standard copay or coinsurance – no matter where they are.³

Emergency or urgent care, anywhere in the world



We cover emergency care anywhere in the world. We also cover urgent care when you're outside of our service area. You can go to the nearest hospital or urgent care facility. Afterward, file a claim with us for reimbursement.⁴

Dependent out-of-area benefit



In addition to emergency and urgent care, Kaiser Permanente provides specific coverage for OEBC members' dependent children under the age of 26 who are temporarily outside of our service area. Visit mybenefits.kp.org/oebb to learn more.

Support while away from home

Need help or want to learn if additional coverage may be advised?
We're here to answer any questions you may have along the way.
Visit kp.org/travel to learn how to prepare for a healthy trip.

Away from Home
Travel Line

951-268-3900⁵

¹When appropriate and available. 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.

²For high deductible health plan members, e-visits, phone visits, and video visits are subject to your plan's annual deductible. Once you reach your deductible, you won't pay anything for e-visits, phone visits, or video visits.

³Some exceptions apply. If you're a Medicare member or in a state that has Kaiser Permanente providers, you or your dependent will be asked to pay upfront for services and will need to file a claim for reimbursement.

⁴If 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.

⁵This 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, and it reopens the day after a holiday at 4 a.m. PT.

Nondiscrimination Notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. 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 Member Services at **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, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at: Member Relations Department, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232-2099, Phone: **1-800-813-2000** (TTY: **711**), Fax: **1-855-347-7239**.

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 2020, Phone: 1-800-368-1019, TDD: 1-800-537-7697. Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

For Washington Members

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 1-800-562-6900, or 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineServices/cc/pub/complaintinformation.aspx>.

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) ማሳሰቢያ: 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 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, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ **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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1-800-813-2000 (English)

1-800-324-8010 (language interpretation services)
711 (TTY)

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