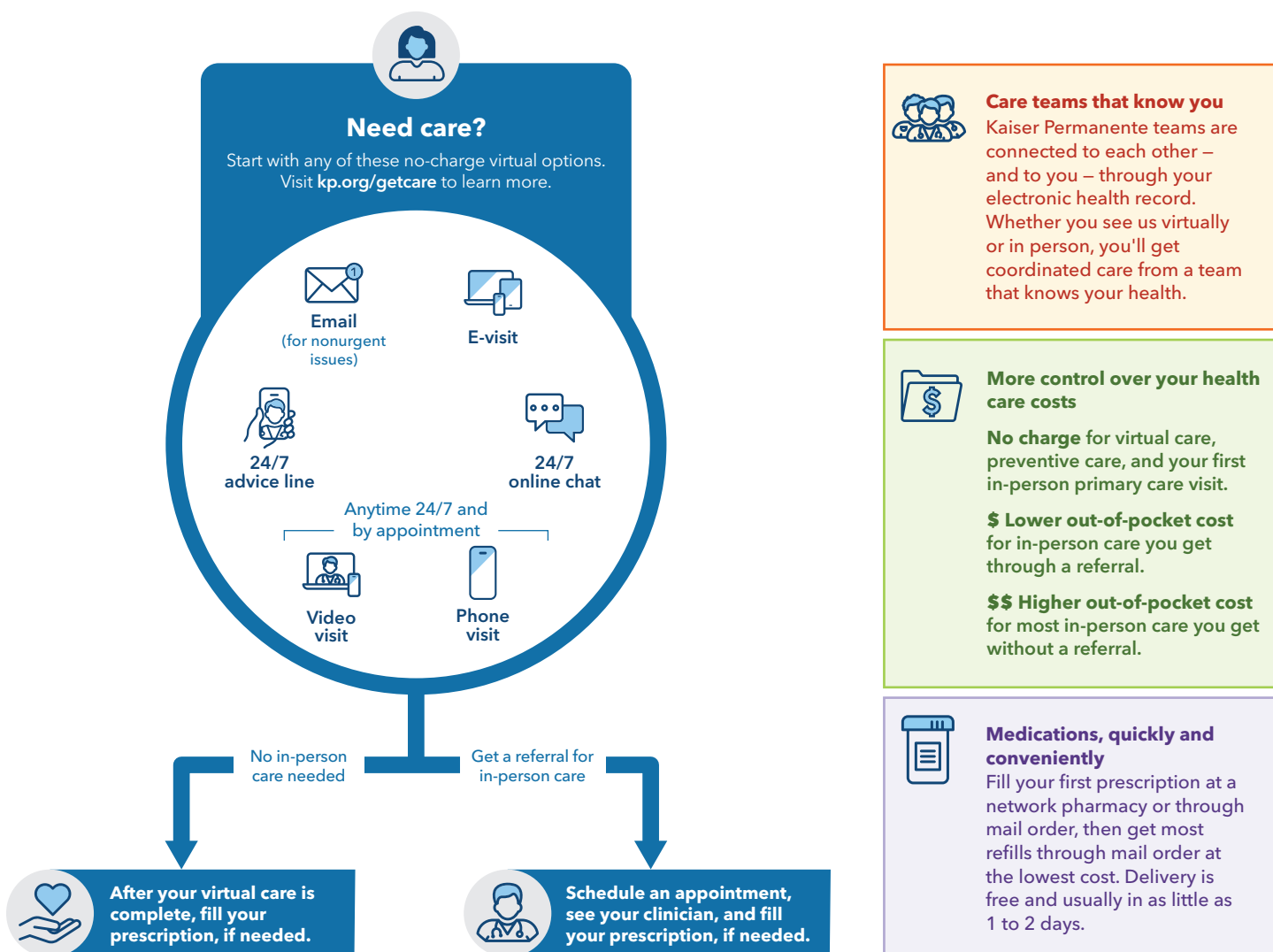


# Kaiser Permanente Virtual Plus®

With low monthly rates and no-charge virtual care, Virtual Plus plans give you convenient ways to start your care virtually, with referred in-person care when you need it.

When you need care, visit [kp.org/getcare](https://kp.org/getcare) and start with a virtual visit. A Kaiser Permanente clinician will give you the care and prescriptions you need or refer you for in-person care. If you start in-person care on your own, your cost will be higher for most services.



## Some services don't require a referral for lower out-of-pocket costs, such as:

- Virtual care
- Preventive care
- First in-person primary care visit
- Emergency care
- Urgent care

See reverse side for frequently asked questions and answers.

# Kaiser Permanente Virtual Plus® plans

## Questions and answers

### **How is getting care on a Virtual Plus plan different from other Kaiser Permanente plans?**

For most of your care, including care from a specialist, you'll start with a virtual visit. Virtual visits are covered at no charge. At the virtual visit, a Kaiser Permanente clinician will give you the care and prescriptions you need or refer you for in-person care. Virtual care options include 24/7 online chat, 24/7 advice line, and video and phone visits available 24/7 with no appointment needed or by scheduled appointment. You can also choose an email for nonurgent issues or an e-visit. You can easily schedule a video or phone visit at [kp.org/getcare](https://kp.org/getcare), where you will be asked to sign in to your secure member account on [kp.org](https://kp.org). You can be referred for additional in-person care by a clinician during an in-person visit, such as a preventive visit.

Kaiser Permanente care teams are connected to each other – and you – through your electronic health record. Whether you're seen virtually or in person, you'll get coordinated care from a team that knows your health.

### **What tools and equipment should I consider when choosing a Virtual Plus plan?**

To use some services, you'll need access to an internet connection with good bandwidth. You'll want to be comfortable with technology such as email and texting. If you can reliably watch movies from a streaming company on your phone or computer, you most likely have what you need to connect with us using online chat, video visits, and other virtual care options.

### **Does all in-person care have to start with a referral from a virtual visit?**

No. While most in-person care requires a referral, some visits do not, such as your first primary care visit, annual preventive visit, and urgent and emergency care.

### **What is the most affordable way to get care on this plan?**

To pay the lowest cost, start your care with a virtual visit, covered at no charge. You'll get the care and prescriptions you need or be referred for in-person care. This referred in-person care will usually cost less than starting in-person care on your own. Preventive care and your first primary care visit are provided in person at no charge.

### **How do I get my medications?**

You can fill up to a 30-day supply of the first prescription for a new medication at an in-network pharmacy or through our mail-order service. Then you'll get most refills and maintenance medications through mail order. Delivery is free and usually takes 1 to 2 days. If your medication can't be mailed, you can get up to a 30-day supply at a network pharmacy. You can manage your prescriptions online through your [kp.org](https://kp.org) account or with the Kaiser Permanente Washington mobile app. If you have medication questions or want help transferring prescriptions, you can chat online or have a video visit with a pharmacist.

### **How do I get care if I travel outside of Washington state?**

Virtual care may not be available due to state laws that prevent doctors from providing care across state lines. You can get in-person care at any Kaiser Permanente medical facility in the country, in-network urgent care facility, or at CVS MinuteClinic®, Concentra urgent care center and The Little Clinic locations in states without Kaiser Permanente facilities. You do not need a referral for these in-person care options, but you will have a cost depending on your plan benefits.

### **What if I need emergency care?**

You have coverage for in-person emergency and urgent care anywhere in the world, and you do not need a referral. Your cost will depend on your plan benefits.

### **Where are Virtual Plus plans available?**

Kaiser Permanente Virtual Plus plans are available in Washington to members of employer groups residing or working in King, Kitsap, Pierce, Snohomish, Spokane, and Thurston counties.

For more information about Virtual Plus plans, contact your plan administrator or human resources department.