

# Find your healthy place

With care at your fingertips 24/7



# Kaiser Permanente gives you convenient and affordable ways to get the care and support you need.

## Easy access to care

Make sure you're registered for our online services at [kp.org/wa](https://kp.org/wa) or on our mobile app. Sign in and you'll be able to:

- Access all the virtual care options available to you
- Schedule care
- See your lab results and medical records
- Refill prescriptions and sign up for mail-order pharmacy
- View your coverage documents

Learn more at [kp.org/getcare](https://kp.org/getcare).

## Support from the get-go

Get help choosing a doctor and transitioning your care and prescriptions. Just call our dedicated New Member Welcome Team.

## Resources to boost your health

From health coaches to care managers and complementary self-care apps to discounts on fitness clubs, we'll help you reach your health goals.

## Your doctor, your choice

Choose your doctor based on what's important to you. Go to [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor), and search under the "Virtual Plus- Connect Network" for details on your provider network, and on the education, specialties, and languages spoken for doctors near you. You can also change doctors at any time.







## Care that's connected

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

# Experience the Kaiser Permanente difference

To be healthy, you need quality care that’s simple, personalized, and hassle-free. At Kaiser Permanente, we bring care and coverage together so you get everything you need for your health in one easy-to-use package.

Kaiser Permanente Virtual Plus plans are available to employer groups located in King, Kitsap, Pierce, Snohomish, Spokane, and Thurston counties. Members of these eligible employer groups must reside or work in these 6 Washington counties to enroll in Virtual Plus plans.

	<b>Welcome to care that fits your life</b>	4
	<b>Your care, your way</b>	5
	<b>Great care, great results</b>	6
	<b>More choice, more flexibility</b>	7
	<b>Get more from your health plan</b>	9
	<b>Making it easier to switch plans</b>	10

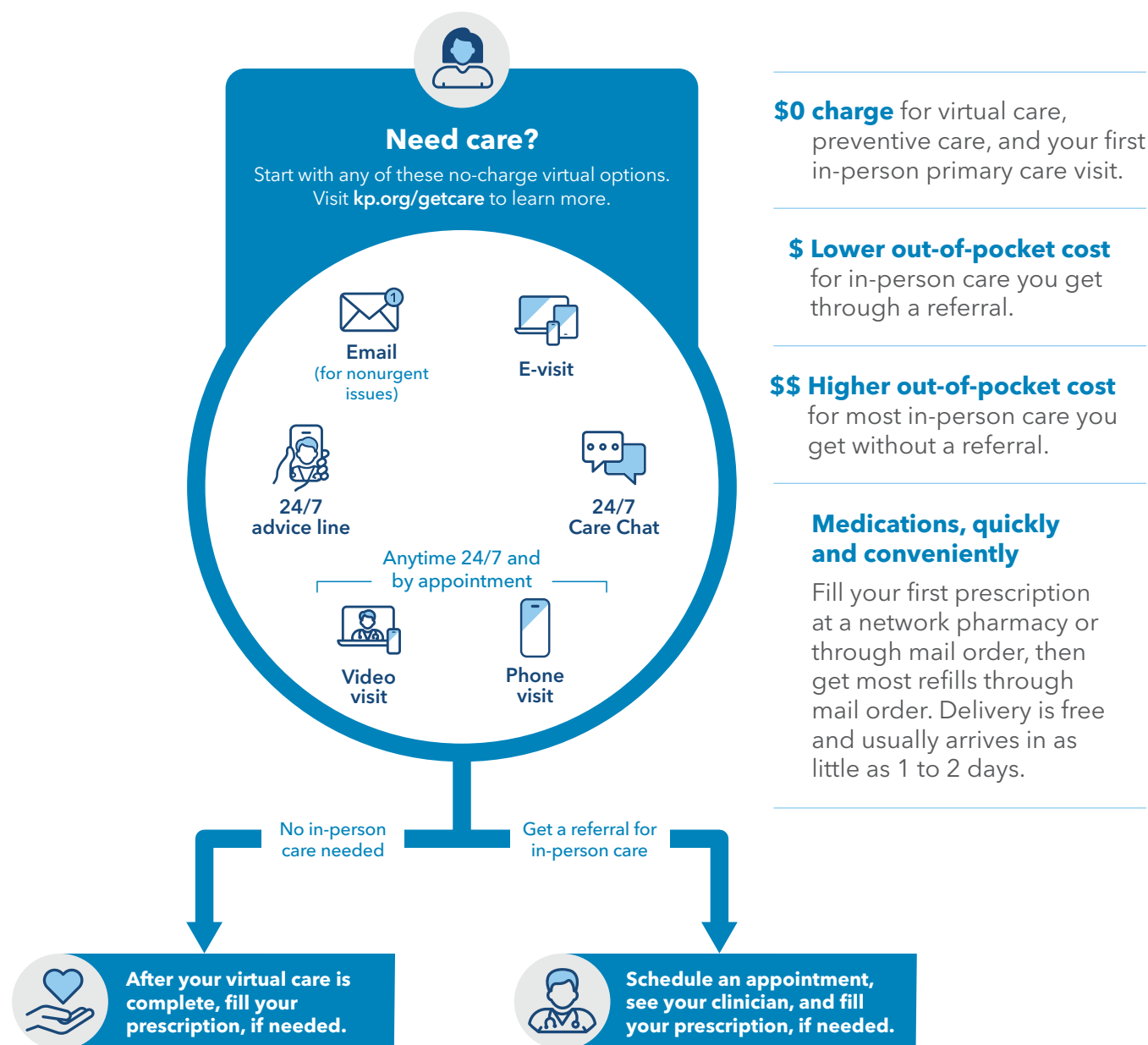


# Welcome to care that fits your life

With low monthly premiums 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. Referrals are not required for urgent or emergency care.

## More control over your health care costs

During your virtual care visit, a Kaiser Permanente clinician will provide you with the care and prescriptions you need or refer you for in-person care if necessary.





## Your care, your way

Get high-quality care when you need it with a phone call, instant message, or click of a button. Your virtual care options include Care Chat, video visit, e-visit, email for nonurgent issues, phone appointments, and our 24/7 advice line.<sup>1</sup> **Start with a virtual care visit – just a click or call away.**

<b>24/7 Care Chat</b>	Sign in to your secure account at <a href="https://kp.org/wa">kp.org/wa</a> and get real-time medical care from a clinician, 24/7.
<b>Phone or video visit</b>	Talk with a doctor by phone or video. They can treat many illnesses and conditions, prescribe medication, and more – just like an office visit. Available 24/7 or with an appointment.
<b>E-visit</b>	Use our online symptom checker for certain conditions and get personalized care advice within a few hours.
<b>Email</b>	Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply usually within 2 business days.
<b>24/7 advice line</b>	Call our advice line for support day or night.
<b>Manage your care</b>	Check benefits, refill prescriptions and have them mailed to your home, and access health resources. You can also use the Kaiser Permanente Washington mobile app for many of the features available online. Learn more at <a href="https://kp.org/wa/mobile">kp.org/wa/mobile</a> . <sup>2</sup>
<b>Doctor appointment</b>	Most Kaiser Permanente Washington medical facilities have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip. <sup>1</sup> Several of our medical facilities offer walk-in care for minor health issues. If you're referred for in-person care, your out-of-pocket costs will be lower.
<b>Urgent care</b>	Find in-network urgent care facilities in your area by visiting <a href="https://kp.org/wa/find-a-doctor">kp.org/wa/find-a-doctor</a> and searching "urgent care." A referral is not required to receive lower out-of-pocket cost.





# Great care, great results

It's easy to get the care you need with the Virtual Plus plan. From preventive to specialty care to support for an ongoing condition, care is at your fingertips 24/7.

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



## Preventive care to help keep you healthy

Preventive care is key to how we practice medicine and support member health at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

Virtual Plus plans do not require a referral for in-person preventive care with no out-of-pocket costs. And we send automatic reminders when you're due for your next screenings.



## A leader in clinical quality

Kaiser Permanente plans give you access to Washington Permanente Medical Group. Their leadership in clinical quality includes:

- One of the top-ranked medical groups in Washington state for 15 years in a row<sup>3</sup>
- The National Committee for Quality Assurance (NCQA) has awarded 26 of our primary care medical centers Patient-Centered Medical Home (PCMH) Recognition (effective through November 27, 2022). Our medical centers have received this recognition since 2010.<sup>4</sup>
- One of only 17 medical groups in the country to receive the Acclaim Award for physician-led innovations<sup>5</sup>



## Support for ongoing conditions

If you're struggling with a condition such as diabetes or asthma, Virtual Plus plans offer care options to support you. If you already have a Kaiser Permanente personal doctor, you can keep your doctor when you switch to a Virtual Plus plan. If you're currently getting primary care from a non-Kaiser Permanente doctor, you'll need to choose a Kaiser Permanente doctor when you switch to a Virtual Plus plan. You'll be able to access your information and medical history when you register at [kp.org/wa](https://kp.org/wa).

In addition to a variety of ways to follow up on your care, you may be automatically enrolled in a disease management program free of charge for personal coaching and support. Or you can ask to be enrolled. With a well-rounded approach backed by proven best practices, we'll help you get the care you need to continue living life to the fullest.



## Specialty care when you need it

If you have a new health concern, the best place to start is with a virtual visit with your personal doctor. They can refer you to a specialist for evaluation and treatment. This will also help keep your out-of-pocket costs lower. The specialist may recommend an in-person visit.



## More choice, more flexibility

Virtual Plus plans and the Connect provider network offer affordable care through a suite of convenient, no-charge virtual options in Washington state, with access to in-person care when needed.



### Important information about the Connect network for Virtual Plus.

Virtual Plus plans feature the Connect network, which is offered to members of eligible employer groups who reside or work in King, Kitsap, Pierce, Snohomish, Spokane, and Thurston counties.

The Connect network offers no-charge virtual care from Kaiser Permanente providers. Primary care and pharmacy services are available at Kaiser Permanente Washington medical facilities.

#### Specialty care is available at:

- Kaiser Permanente medical facilities
- Providence Medical Group, including Spokane practices
- Western Washington Medical Group
- Seattle Children's Medical Group

Our Kaiser Permanente health care professionals make up the high-performing<sup>6</sup> Washington Permanente Medical Group and work together to offer high-quality and coordinated virtual care, primary care, and specialty care.

Visit [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) and search "Virtual Plus – Connect Network" to see which providers, medical facilities, and pharmacies are in-network.

To find Kaiser Permanente locations in Washington state, go to [kp.org/wa/locations](https://kp.org/wa/locations).



### If you need emergency care or get hurt or sick while traveling

- Note that virtual care could be limited outside of Washington state due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.
- You can get emergency care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.<sup>7</sup> 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.
- You can get in-person care at any Kaiser Permanente medical facility in the country, in-network urgent care facility, or CVS MinuteClinic® in states without Kaiser Permanente facilities. When traveling to a state where Kaiser Permanente is not available, members have access to Concentra urgent care.<sup>9</sup> You do not need a referral for these in-person care options, but you will have a cost depending on your plan benefits.
- Before accessing care at a Kaiser Permanente facility outside the Kaiser Permanente Washington service area, call Member Services to get a visiting member ID number.
- Our facilities outside the Kaiser Permanente Washington service areas are located in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Clark and Cowlitz

counties in Washington state, and the District of Columbia.

- For help finding other plan providers, call Member Services.



## How do I get my medications?

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You can fill up to a 30-day supply of the first prescription for a new medication at a 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. If you have medication questions or want help transferring prescriptions, you can chat online or call and speak to a pharmacist.



## Dental Care

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Some plans offer coverage for adult or pediatric dental care through Delta Dental of Washington. For more information, call Member Services.





# Get more from your health plan

Good health goes beyond the doctor's office. That's why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

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## Tools and resources for good health

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### Wellness coaching by phone

Reach your health goals with an action plan and one-on-one phone support. A trained coach will help you find personalized techniques that will work for you. Also offered in Spanish. Call **1-866-862-4295** to make an appointment.



### Emotional wellness resource

Get personalized programs for managing depression, stress, anxiety, and more with the Calm and myStrength® apps at [kp.org/mentalhealth](https://kp.org/mentalhealth).<sup>8</sup>



### Help to quit smoking

Quit for good with one of the country's most successful tobacco cessation programs – at no additional cost. Phone-based or online. Visit [quitnow.net/kpwa](https://quitnow.net/kpwa) for details.



### Special rates for members

Our ChooseHealthy® program gives you access to a fitness center membership for just \$25 a month, plus a \$25 enrollment fee. Or get 25% off participating provider standard fees for acupuncture, chiropractic and naturopathy care, and therapeutic massage. See these and more discounts at [kp.org/wa/member-perks](https://kp.org/wa/member-perks).



### Classes and support groups

Call the Resource Line at **1-800-992-2279**, or email [kpwa.resource-l@kp.org](mailto:kpwa.resource-l@kp.org) to find health classes and support groups near you.



### Wellness blog

Visit [about.kaiserpermanente.org](https://about.kaiserpermanente.org) for wellness information, recipes, fitness ideas, and tips for healthy aging.



# Making it easier to switch plans

Changing health plans can seem like a lot of work, especially if you're in the middle of treatment or taking prescription drugs. That's why we created a dedicated New Member Welcome Team to help you transition to Kaiser Permanente.

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**Call our New Member Welcome Team at 1-888-844-4607.**

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## Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Call our New Member Welcome Team for help. Or register online and create an account at **kp.org/wa** to transfer your prescriptions yourself. You'll be able to order refills online for convenient mail delivery to your home.



## Find the right doctor

Online doctor profiles let you browse among many excellent doctors and convenient locations in your area, so you can join Kaiser Permanente knowing you've found a doctor who fits your needs. Plus, you can change your doctor at any time, for any reason. View doctors at **kp.org/wa/find-a-doctor**, or call our New Member Welcome Team for help.



## Transition your care

You might want help transitioning your care to Kaiser Permanente if:

- You have a scheduled surgery
- You're taking a prescription drug or using medical equipment
- You're pregnant and receiving prenatal care
- You're following an established treatment plan
- A health provider is working with you to manage a medical condition

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**We're focused on helping new members.**

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Other questions about transitioning care? Give us a call at **1-888-844-4607**.

## Endnotes

- <sup>1</sup> When appropriate and available. These features are available when you get care from Kaiser Permanente doctors and care teams.
- <sup>2</sup> To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on [kp.org/wa](https://kp.org/wa).
- <sup>3</sup> Washington Health Alliance 2008-2022 Community Checkup reports, [www.wacommunitycheckup.org](https://www.wacommunitycheckup.org). The 2017-2022 year rankings apply to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C. Rankings for years prior to 2017 apply to the then-named Group Health Cooperative's medical group, formerly named Group Health Permanente, P.C. and now named Washington Permanente Medical Group, P.C.
- <sup>4</sup> Patient-Centered Medical Home™ is a trademark of the National Committee for Quality Assurance.
- <sup>5</sup> Received by Group Health Permanente, P.C. (now Washington Permanente Medical Group, P.C.) from American Medical Group Association in 2010.
- <sup>6</sup> Criteria established by American Medical Group Association
- <sup>7</sup> If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage.
- <sup>8</sup> myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc. The services described above 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.
- <sup>9</sup> If you get care at a CVS MinuteClinic, Concentra urgent care center, or any other urgent care facility within a state where Kaiser Permanente operates, you'll be asked to pay upfront for services you receive and file a claim for reimbursement.

## Already a member?

Manage your care online anytime at [kp.org/wa](https://kp.org/wa). If you haven't already, go to [kp.org/wa/register](https://kp.org/wa/register) so you can start ordering most prescription refills, get reminders about needed care, and view coverage documents. If you get care at Kaiser Permanente, you can start emailing your doctor's office with nonurgent questions, scheduling routine appointments, and more.

## Notice of Nondiscrimination

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (“Kaiser Permanente”) comply with applicable Federal and Washington state civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
  - Assistive devices (magnifiers, Pocket Talkers, and other aids)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Member Services at **1-888-901-4636 (TTY 711)**.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with our Civil Rights Coordinator by writing to P.O. Box 35191, Mail Stop: RCR-A3S-03, Seattle, WA 98124-5191 or calling Member Services at the number listed above. You can file a grievance by mail, phone, or online at **[kp.org/wa/feedback](https://kp.org/wa/feedback)**. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

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, 800-537-7697** (TDD)  
Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**
- 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 **800-562-6900, 360-586-0241** (TDD). Complaint forms are available at **<https://fortress.wa.gov/oic/onlineServices/cc/pub/complaintinformation.aspx>**

## Multi-language Interpreter Services

**English: ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-888-901-4636 (TTY 711)**.

**Español (Spanish): ATENCIÓN:** Si habla español, tiene disponibles servicios de ayuda con el idioma sin cargo. Llame al **1-888-901-4636 (TTY 711)**.

**中文 (Chinese) : 注意 :** 如果您說中文，您可以免費獲得語言援助服務。請致電 **1-888-901-4636 (TTY 711)**。

**Tiếng Việt (Vietnamese): CHÚ Ý:** Nếu quý vị nói tiếng Việt, quý vị có thể sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí của chúng tôi. Xin gọi số **1-888-901-4636 (TTY 711)**.

**한국어 (Korean): 참고:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 제공해 드립니다. **1-888-901-4636(TTY 711)**번으로 문의하십시오.

**Русский (Russian): ВНИМАНИЕ!** Если вы говорите по-русски, вам доступны бесплатные услуги переводчика. Звоните по номеру **1-888-901-4636 (TTY 711)**.

**Tagalog: PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-901-4636 (TTY 711)**.

**Українська (Ukrainian): УВАГА!** Якщо ви розмовляєте українською мовою, вам доступні безкоштовні послуги перекладу. Телефонуйте за номером **1-888-901-4636 (TTY 711)**.

**ភាសាខ្មែរ (Khmer): សូមយកចិត្តទុកដាក់៖** ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃគឺមានសម្រាប់អ្នក។ ទូរស័ព្ទទៅលេខ **1-888-901-4636 (TTY 711)**។

**日本語 (Japanese): 注意事項 :** 無料の日本語での言語サポートをご利用いただけます。  
**1-888-901-4636 (TTY 711)** まで、お電話にてご連絡ください。

**አማርኛ (Amharic): ማሳሰቢያ፡** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እገዛ አገልግሎቶች በነጻ ለእርስዎ ይቀርባሉ፡ ወደ **1-888-901-4636 (TTY 711)** ይደውሉ።

**Oromiffa (Oromo): XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa yoo ta'e, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. **1-888-901-4636 (TTY 711)** irraatti bilbilaa.

**ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫ਼ਤ ਉਪਲਬਧ ਹਨ। **1-888-901-4636 (TTY 711)** 'ਤੇ ਕਾਲ ਕਰੋ।

**العربية (Arabic):** انتباه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية، متوفرة لك، مجاناً.  
اتصل بالرقم **1-888-901-4636 (TTY 711)**

**Deutsch (German): ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-901-4636 (TTY 711)**.

**ພາສາລາວ (Lao): ໂປດຊາບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ແມ່ນຈະມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃດຍັງບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທ **1-888-901-4636 (TTY 711)**.

# Notes

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## Notes

## Want to learn more?

### Visit [kp.org/wa](https://kp.org/wa) or call Member Services

Monday through Friday, 8 a.m. to 5 p.m.

- **1-888-901-4636** (English and more than 150 languages with our interpreter services)
- **711** (TTY)

New Member Welcome Team: **1-888-844-4607**

## Stay connected to good health

 [facebook.com/kaiserpermanentewa](https://facebook.com/kaiserpermanentewa)

 [@kpwashington](https://twitter.com/kpwashington)

 [@kp\\_washington](https://www.instagram.com/kp_washington)

 [youtube.com/kaiserpermanenteorg](https://youtube.com/kaiserpermanenteorg)



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