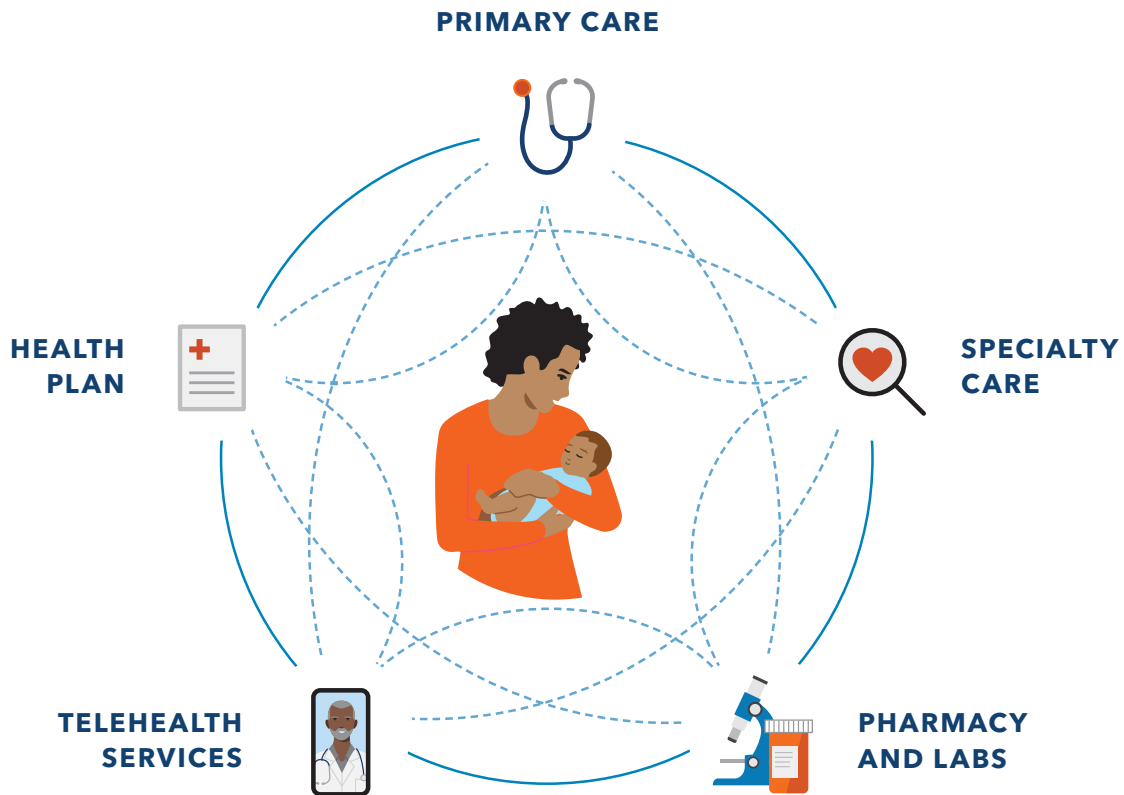


# Care for all that is you





## Built to make your life easier

Combined care and coverage means your Kaiser Permanente doctors, hospitals, and health plan benefits are all connected and committed to providing you with exceptional care tailored to your needs.

It's easier access to top specialists and the latest treatments.

It's predictable costs and less paperwork.

It's the right care, when you need it.



Find out how we can help you stay healthy and keep doing what you love.

[kp.org/allthatisyouth](https://kp.org/allthatisyouth)

# 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 that’s personalized .....	4
Care that’s convenient .....	5
Care that’s world class .....	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 find care .....	16
Care away from home .....	17

### 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 that's **personalized**

For the you who deserves to be understood

Kaiser Permanente doctors have one priority: your health. Your electronic health record connects your care team with your health history, so your doctor can plan the right care for your needs. They learn your lifestyle, risks, and goals to understand what matters most to you and be your best health advocate.



Explore care that fits your life.

[kp.org/connectedtocare](https://kp.org/connectedtocare)

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We guide you through every step of your care



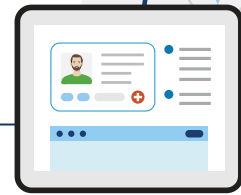
**Your health history lives on your electronic health record**



**Your doctor guides you through appointments and referrals**



**Your health record is available to you and your care team 24/7**



**Your care team lets you know when to schedule checkups and tests**



# Care that's convenient

## For the you with a busy schedule

Visit [kp.org](https://kp.org) or use our app to make a routine same-day or next-day appointment in person, or talk to a clinician 24/7 by phone or video.\* No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

### Do more in one visit

Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.

### Your health at your fingertips

- Get 24/7 virtual care
- Email your care team
- View most lab results and doctor's notes
- Refill most prescriptions
- Check in for appointments
- Pay bills and view statements



See how the Kaiser Permanente app puts you in control.  
[kp.org/mobile](https://kp.org/mobile)

**FAST COMPANY** | **THE WEBBY AWARDS**

Our mobile app won Fast Company's 2022 Design Company of the Year and the 2022 People's Voice Webby award for Health and Fitness Apps.

## You're covered while traveling



If you're planning to travel, we can help you manage your vaccinations, refill prescriptions, and more. And once you're on the go, you're covered for urgent and emergency care anywhere in the world. See page 17 for more details.

\*When appropriate and available. 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.



# Care that's world class

For the you who expects the best

No matter your needs – mental health, maternity, cancer care, heart health, and beyond – you have access to expert doctors, cutting-edge technology, and the latest evidence-based care.



Learn how our doctors and specialists work for you. [kp.org/specialtycare](https://kp.org/specialtycare)



We're a national leader in screening rates and research, and we're among the top-rated health plans in every state we serve.<sup>1,2,3</sup>

Kaiser Permanente members are:



**4x**

**more likely to complete cardiac rehabilitation programs with the right support<sup>4</sup>**

**52%**

**more likely to survive colorectal cancer<sup>5</sup>**

**33%**

**less likely to experience premature death due to cancer<sup>6</sup>**



**All 39 Kaiser Permanente hospitals across the country** have been recognized by U.S. News & World Report as high performing in one or more types of care.

<sup>1</sup>Kaiser Permanente 2022 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 2022 and is used with the permission of NCQA. Quality Compass 2022 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.

<sup>2</sup>2021 Annual Report, Kaiser Permanente, about. [kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report](https://www.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report). <sup>3</sup>NCQA's Private Health Insurance Plan Ratings 2022-2023, National Committee for Quality Assurance, 2022: Kaiser Foundation Health Plan of Colorado – HMO (rated 4 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii – HMO (rated 4 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. – HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Northwest – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Washington – HMO (rated 4 out of 5).

<sup>4</sup>Kaiser Permanente's virtual cardiac rehab program completion rate is more than 80% – four times greater than the center-based program.

<sup>5</sup>Theodore R. Levin, MD, et al., "Effects of Organized Colorectal Cancer Screening on Cancer Incidence and Mortality in a Large, Community-Based Population," *Gastroenterology*, November 2018. <sup>6</sup>Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," July 20, 2022.

# A great experience from the start

## For the you who is just getting started

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](https://kp.org) or download the Kaiser Permanente app.\* Then manage your health on your schedule – whenever, wherever.

### 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](https://kp.org/learnthebasics).







\*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).

# New member care transition

## For the you who needs a little help

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:

	<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>• Connect with an ob-gyn.</li><li>• Transfer records and health history.</li><li>• Transfer prescriptions.</li><li>• Schedule vaccinations and well-child visits.</li></ul>
	<b>Specialty care needs</b>	<ul style="list-style-type: none"><li>• Connect with specialists such as oncologists, orthopedists, and ear, nose, and throat doctors.</li><li>• Connect with mental health professionals.</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 and infusions.</li></ul>

Visit [kp.org/easyswitch](https://kp.org/easyswitch) to get started on your own or call **1-888-491-1124** (TTY 711). Help is available Monday through Friday, 8 a.m. to 6 p.m.





# Making the most of your membership

## For the you who's exploring your options

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



### Omada diabetes prevention program<sup>2</sup>

Omada combines the science of behavior change with personal support so your employees can make changes that stick. Learn more at [mybenefits.kp.org/oebb/healthy-resources](https://mybenefits.kp.org/oebb/healthy-resources).



### Alternative care

Your benefit provides coverage for chiropractic, acupuncture, and naturopathic services through The CHP Group network. Visit [chpgroup.com](https://chpgroup.com) to find a provider.



### On-demand and in-person workouts via ClassPass<sup>3</sup>

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

## More ways to help improve your total health<sup>3</sup>



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



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

Visit [kp.org/selfcareapps](https://kp.org/selfcareapps) to learn more.

<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>Members must meet clinical inclusion criteria to participate in this program. <sup>3</sup>Only available to Kaiser Permanente members with medical coverage.

# Save on wellness services and products

## For the you who is looking for savings

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).

# 2023-2024 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 <sup>1</sup> \$3,200/family <sup>2</sup>
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 <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, 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

<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 *Evidence of Coverage (EOC)* or call Member Services. In the case of a conflict between this summary and the *EOC*, the *EOC* will prevail.

# Dental care that's world class

## For the you who wants a healthy smile

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.

Whether it's virtual dental care, online appointment scheduling, or express check-in, we offer innovative ways for members to save time and manage their health more conveniently.

Learn more at [mybenefits.kp.org/oebb/dental](https://mybenefits.kp.org/oebb/dental).

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We treat dental health as a component of your total health at Kaiser Permanente. Our dental teams work with your medical team to take care of the whole you.



160

**top-notch general and specialty dentists at convenient dental locations near home or work**

45,000+

**care gaps closed in 2022,<sup>1</sup> connecting members to important health screenings and referrals for care**

95%

**of our members would recommend us to family and friends<sup>2</sup>**



If you need emergency care, please call the Appointment Center 24/7. You're covered for emergency dental conditions like severe swelling or infection, severe traumatic injury to teeth, bleeding that doesn't stop, and extreme pain.



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>Based on 2022 YE performance metrics for Glisan, Beaverton, Cedar Hills, Tanasbourne, and Salmon Creek Dental Offices.

<sup>2</sup>According to the Press Ganey survey for January 2022–December 2022. <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 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.

# 2023-2024 dental benefits summary

Plan benefits	Dental plan <sup>1</sup>
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 <sup>2</sup>	\$4,000
Oral exams, X-rays, cleaning (prophylaxis), fluoride treatments, and space maintainers	\$0
Routine fillings, inlays, and stainless steel crowns <sup>3,4,5</sup>	\$0
Simple tooth extractions <sup>5</sup>	\$0
Surgical extraction, including diagnosis and evaluation <sup>5</sup>	\$50
Diagnosis, evaluation, and treatment of gum disease including scaling and root planing <sup>5</sup>	\$0
Root canal and related therapy including diagnosis and evaluation <sup>5</sup>	\$50
Gold or porcelain crowns and onlays <sup>5</sup>	\$250
Full and partial dentures, relines, rebases <sup>5</sup>	\$100
Bridge retainers and pontics <sup>5</sup>	\$250
Orthodontic treatment <sup>5</sup>	\$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%

<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>Preventive, diagnostic, and orthodontic services do not count toward the plan year maximum. <sup>3</sup>Posterior fillings paid to amalgam fee. <sup>4</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>5</sup>Benefit is subject to a 12-month benefit waiting period for late enrollees.

# Integrated vision coverage

For the you who's focused on healthy eyesight

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.

Learn more at [mybenefits.kp.org/oebb/vision](https://mybenefits.kp.org/oebb/vision).



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Through our electronic health record system, all your care providers can see a comprehensive picture of your health and act as part of a team to help you make better health care decisions.





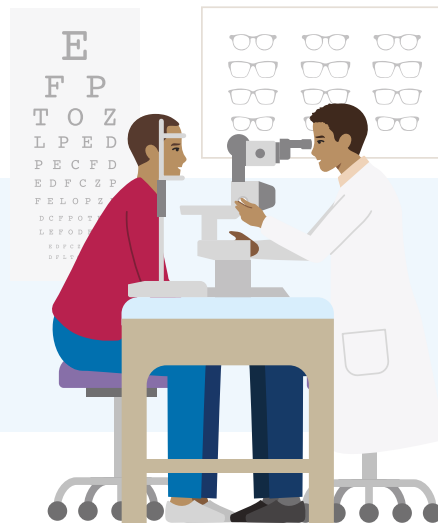
# 2023-2024 vision plan benefits summary

2023-2024 vision plan benefits*	Plan 1	Plan 2A	Plan 2B	Plan 3
Vision exam	\$5	\$5	\$5	20% after deductible
<b>Hardware allowance – once per plan year</b>				
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
<b>Additional benefits</b>				
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.			



## Getting care

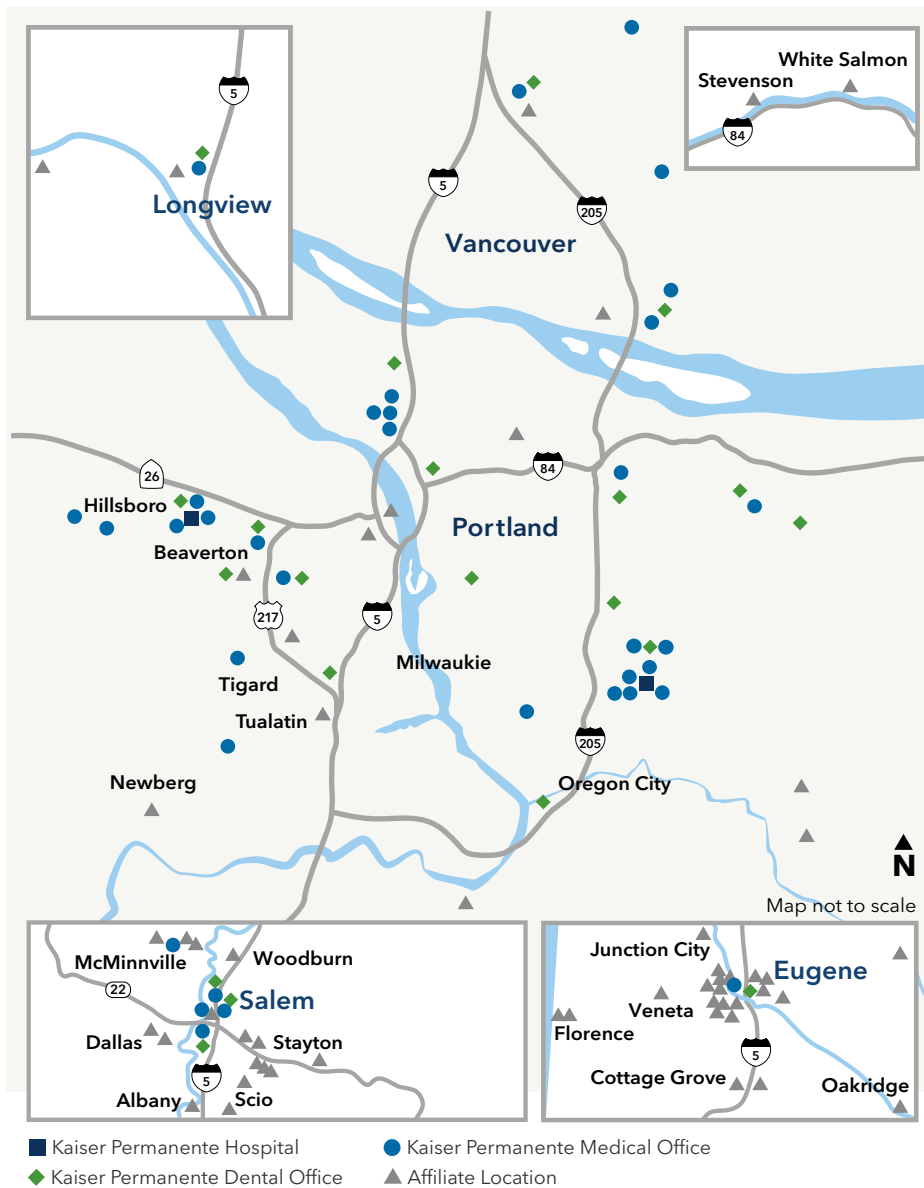
To schedule an exam, order contact lenses, or find a location near you, visit [kp2020.org](https://kp2020.org) or call **1-800-813-2000** (TTY 711), option 3.



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

# Where to find care in Oregon and Southwest Washington

We provide quality care to more than 600,000 members in Oregon and Southwest Washington. Our service area extends from Eugene, Oregon, to Longview, Washington, and includes medical offices, dental offices, Vision Essentials by Kaiser Permanente optical retail locations, urgent care clinics, and hospitals. We also have a network of affiliated providers for routine, urgent, or emergency care.



For quicker and easier care, including prescriptions, try a scheduled phone or video visit or an e-visit.\* Learn more at [kp.org/telehealth/nw](https://kp.org/telehealth/nw).



Facility information current as of March 2024.

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).

\*When appropriate and available. These features are available when you get care at Kaiser Permanente facilities. For high deductible health plan members, phone and video appointments are subject to your plan's annual deductible. 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. To have a video visit, members must be registered on [kp.org](https://kp.org) and have a camera-equipped computer or mobile device. Applicable cost shares will apply for services or items ordered during an e-visit.

# Care away from home

## For the you who is exploring the world

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

### Care at your fingertips, anytime



Use your [kp.org](https://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-visit<sup>1</sup> – no cost for most plans<sup>2</sup>
- Email your doctor's office for answers to routine health questions

### Emergency and urgent care via Cigna



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.<sup>3</sup>

### 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.<sup>4</sup>

### Dependent out-of-area benefit



In addition to emergency and urgent care, Kaiser Permanente provides specific coverage for OEBB members' dependent children under the age of 26 who live outside of our service area. Visit [mybenefits.kp.org/oebb/enrollment](https://mybenefits.kp.org/oebb/enrollment) 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](https://kp.org/travel) to learn how to prepare for a healthy trip.

Away from Home  
Travel Line

**951-268-3900<sup>5</sup>**

<sup>1</sup>When 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. <sup>2</sup>If you have an HSA-qualified deductible plan, you may need to pay the full charges for phone and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for phone and video visits. <sup>3</sup>Some 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. <sup>4</sup>If 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. <sup>5</sup>This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time, 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 20201, Phone: 1-800-368-1019, TDD: 1-800-537-7697. Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://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) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚክተለው 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:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល្អ 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) ໂປດລາວ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. 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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Visit [mybenefits.kp.org/oebb](https://mybenefits.kp.org/oebb) to learn more about your OEBB benefits and see how Kaiser Permanente is helping OEBB employees thrive.

## Member Services

**1-800-813-2000** (English)  
**1-800-324-8010** (language interpretation services)  
**711** (TTY)  
Monday through Friday, 8 a.m. to 6 p.m.

## New Member Welcome Desk

**1-888-491-1124**  
Monday through Friday, 8 a.m. to 6 p.m.

## New Member Pharmacy Services

**1-888-572-7231**  
Monday through Friday, 8 a.m. to 6 p.m.



Find a facility near you: [kp.org/locations](https://kp.org/locations)

Kaiser Foundation Health Plan of the Northwest  
500 NE Multnomah St., Suite 100  
Portland, OR 97232

For more information about Kaiser Permanente benefits, availability, and restrictions, go to [kp.org/disclosures](https://kp.org/disclosures).