

Find your healthy place

With care designed to help you thrive



kp.org/lane



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. Care with 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.

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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 affiliated network 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 many 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 PeaceHealth.*

Below are some of our affiliate network providers.

Primary and routine care

- PeaceHealth (participating providers)*
- Orchid Health

Pediatrics (under 5 years old)

- PeaceHealth (participating providers)*
- Eugene Pediatrics

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

Urgent care

- PeaceHealth
- Nova Health

Hospitals for emergency care

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

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)**.

*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.



NEW: 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}



Scheduled video or phone appointment

Schedule a face-to-face video visit or phone appointment with a Kaiser Permanente clinician or any specialists you've been referred to.^{1,2,3}



Email

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



Prescription delivery

Use the Kaiser Permanente app to fill most prescriptions for delivery or same-day pickup. Most members get a 3-month supply of medication for the price of 2, and shipping is free.⁴



24/7 advice

Get support with 24/7 care advice by phone.



E-visit

Complete an online questionnaire and receive a treatment plan, including prescriptions, if needed, within a few hours.⁵

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.

Telehealth is covered at no additional cost with most plans⁶

Telehealth has been part of how we deliver care for years, making it easier for our members to connect virtually to care during the pandemic. Our members had 15 million more care encounters in 2020 than in 2019.⁷



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 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.

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

⁴Available 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.

⁵Applicable cost shares will apply for services or items ordered during an e-visit.

⁶High deductible health plans may require a copay or coinsurance for phone appointments and video visits.

⁷Kaiser Permanente Telehealth Insights Dashboard.

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 healthy.kaiserpermanente.org/learn.



*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 help 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.• Identify care gaps.• Order any lab tests you might need before your first visit. <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.• Transfer records and health history.• Transfer prescriptions.• Schedule vaccinations.
	Specialty care needs	<ul style="list-style-type: none">• Connect with specialists such as oncologists, neurologists, and dermatologists.• Connect with mental health professionals.• Choose an ob-gyn and pediatrician.• 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.

Help is available at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.



Making the most of your membership

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



Kaiser Permanente app

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



Reduced rates on gym memberships

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



Healthy lifestyle programs

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



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.

Extras for your total health³



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



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

CLASSPASS

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

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.

²These features apply to care you get at Kaiser Permanente facilities. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

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

Save on wellness services and products

At Kaiser Permanente, you can enjoy discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit kp.org/memberdiscounts 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, acupuncture, 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).

Community is at our core

Kaiser Permanente furthers our mission with initiatives that help people address the clinical, social, economic, and environmental factors that affect their health. This work enlists our entire organization and region: doctors, dentists, nurses, technicians, navigators, employees, and our community partners from Longview, Washington, to Eugene, Oregon.

Here are some of our important programs and partnerships in Lane County:

\$100,000

to develop a COVID-19 care center for the unhoused through the White Bird Medical Clinic

\$750,000

to support construction and operation of The Commons on MLK, providing housing for the chronically homeless

\$100,000

initiative through the Springfield Volunteers in Medicine focusing on oversight of diabetic patients, a vision services program, and outreach to the Latino community

Endeavor Eugene, which helps the business community address equity, inclusion, and diversity within local workplaces

\$170,000

through the School-Based Health Center Collaborative for increasing collaboration among leadership, providers, and staff to help improve access to care and address health issues

\$166,226,224

invested in community health initiatives across the Northwest*

*Kaiser Permanente Community Health Snapshot 2020, about.kaiserpermanente.org/content/dam/internet/kp/comms/community-health/northwest/KPNW-CH-Snapshot.pdf.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-813-2000** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**)፡

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (TTY: **711**)፡

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-813-2000** (TTY: **711**) 。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-813-2000** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា 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, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-813-2000 (TTY: **711**).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih **1-800-813-2000** (TTY: **711**).

Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
Tumawag sa **1-800-813-2000** (TTY: **711**).

ไทย (Thai) เรียน: หากคุณพูดภาษาไทย 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**).

Let us help you find your healthy place

A good health plan and access to quality care can be important for peace of mind. With Kaiser Permanente, you can get both.

Want to learn more?

Talk to an enrollment specialist today about specialty care, extra features, and more.

Call **1-800-514-0985** (TTY **711**),
Monday through Friday, 7 a.m. to 6 p.m. PT.

Visit **kp.org/myhealthyplace** to see how we can make your care experience easier, no matter what stage of life you're in.

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 5 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**

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**. (Click on "Forms" and then "Related links.")

kp.org/lane

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