

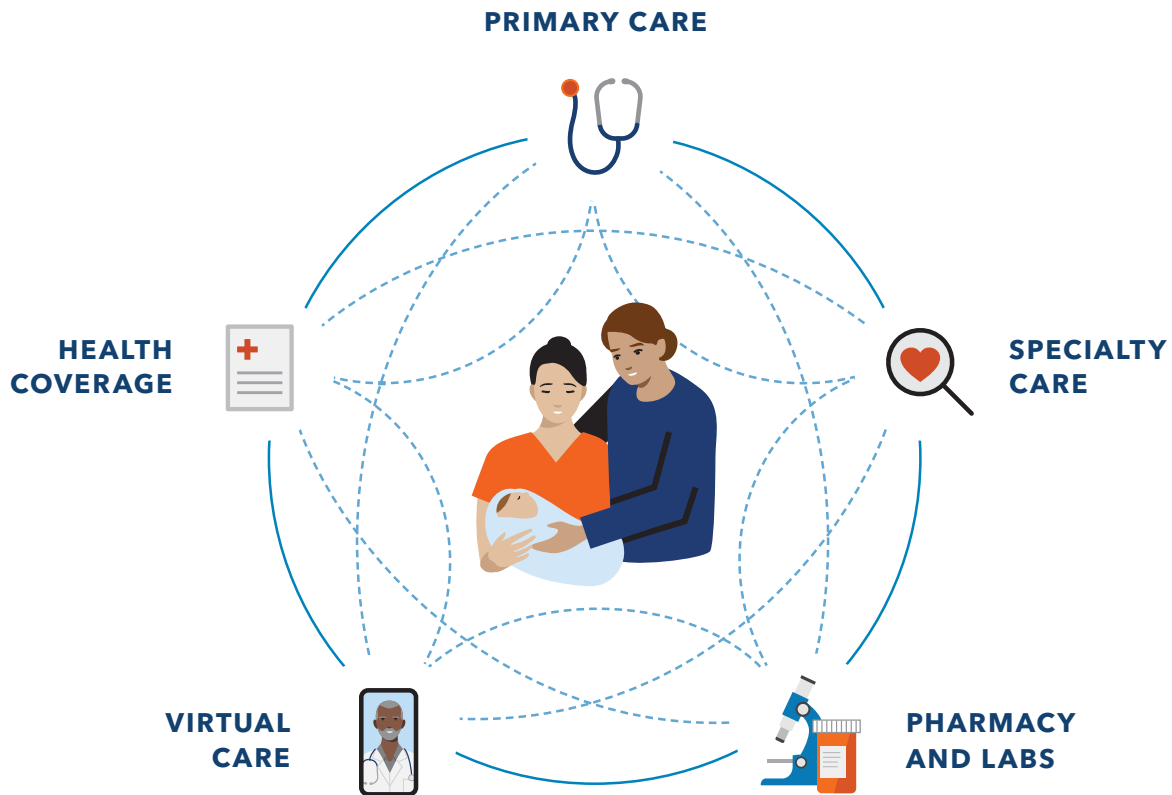
# Care for all that is you



[kp.org/lane](https://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.



## A different kind of care

Your health care should make your life easier – with doctors, hospitals, and health plan benefits that are all connected and focused on providing you with exceptional care.

### With Kaiser Permanente, you get

Personalized care from  
top specialists

24/7 access to care  
wherever you are

Predictable costs and  
less paperwork

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**Members stay with Kaiser Permanente nearly 3 times as long as other health plans.<sup>1</sup>**

<sup>1</sup>Kaiser Permanente internal data, 2020; Hanming Fang, PhD, et al., "Trends in Disenrollment and Reenrollment Within US Commercial Health Insurance Plans, 2006-2018," *JAMA Network*, February 24, 2022.

# 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.

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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 that's centered around you

## For the you who wants comprehensive, convenient care

As a Kaiser Permanente member, you choose where you want to get care – through our Kaiser Permanente Chase Gardens Medical Office or from our affiliate network of contracted providers.

### 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

We are proud to partner with many local providers, including:

#### Primary and routine care

- PeaceHealth
- Orchid Health

#### Pediatrics (under 5 years old)

- PeaceHealth
- Eugene Pediatrics

#### Urgent care

- PeaceHealth Immediate Primary and Urgent Care
- 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

#### Vision

- Drs. Fine, Hoffman & Sims, LLC
- Eugene Eye Care Associates
- Eugene Eye Clinic – Spectacle Shop
- Eugene Eye Care Associates, PC
- Eyes of the World Optical
- Oregon Eye Consultants
- Pacific ClearVision Institute
- Sterling Vision



Go to [kp.org/locations](https://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).

\*Go to [kp.org/doctors](https://kp.org/doctors) to verify network participation. Some specialty care services are accessed through referral and prior authorization.

# 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, or talk to a clinician 24/7 by phone or video.<sup>1,2</sup> No matter how you connect, you'll always speak with a medical professional who can see your health history and pick up where you left off.



More than half of members **avoided a trip to the ER** or urgent care by meeting a clinician for a video visit.<sup>4</sup>

## 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.



## Mail-order pharmacy

- Easy refills online, in person, or over the phone
- Same-day pickup
- Most prescriptions delivered to your front door
- Same-day or next-day home delivery available for an additional fee<sup>3</sup>

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## 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. Visit [kp.org/travel](https://kp.org/travel) for more details.

<sup>1</sup>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. <sup>2</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org). These features are available when you get care from Kaiser Permanente facilities. <sup>3</sup>Same-day and next-day prescription delivery services may be available for an additional fee. These services are not covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente is not responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery. <sup>4</sup>Kaiser Permanente GCN Post-Visit Survey of 60,945 members, 2023.

# 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.



Follow these simple steps to get started.

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



### Step 1: Connect to care online

Once your coverage begins, create an account at [kp.org](https://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](https://my.peacehealth.org) to review test results and email your provider.



### Step 2: Choose your doctor

Get to know our Eugene Chase Gardens team and be more confident choosing your doctor before you enroll. Visit [kp.org/lane/care-team](https://kp.org/lane/care-team) to browse our online doctor profiles.



### Step 3: Get prescriptions

Have your prescription information handy, and we'll help you take care of the rest. Follow the steps to transition your prescriptions online or call the New Member Welcome Desk at **1-888-491-1124** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m.



### Health care doesn't have to be confusing

If you don't know the difference between a deductible and an out-of-pocket maximum, 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/healthplanbasics/nw](https://kp.org/healthplanbasics/nw).





\*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org). These features are available when you get care from Kaiser Permanente facilities.

# 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/newmember](https://kp.org/newmember) to get started on your own or call **1-888-491-1124** (TTY 711). Help is available Monday through Friday, 8 a.m. to 5 p.m.

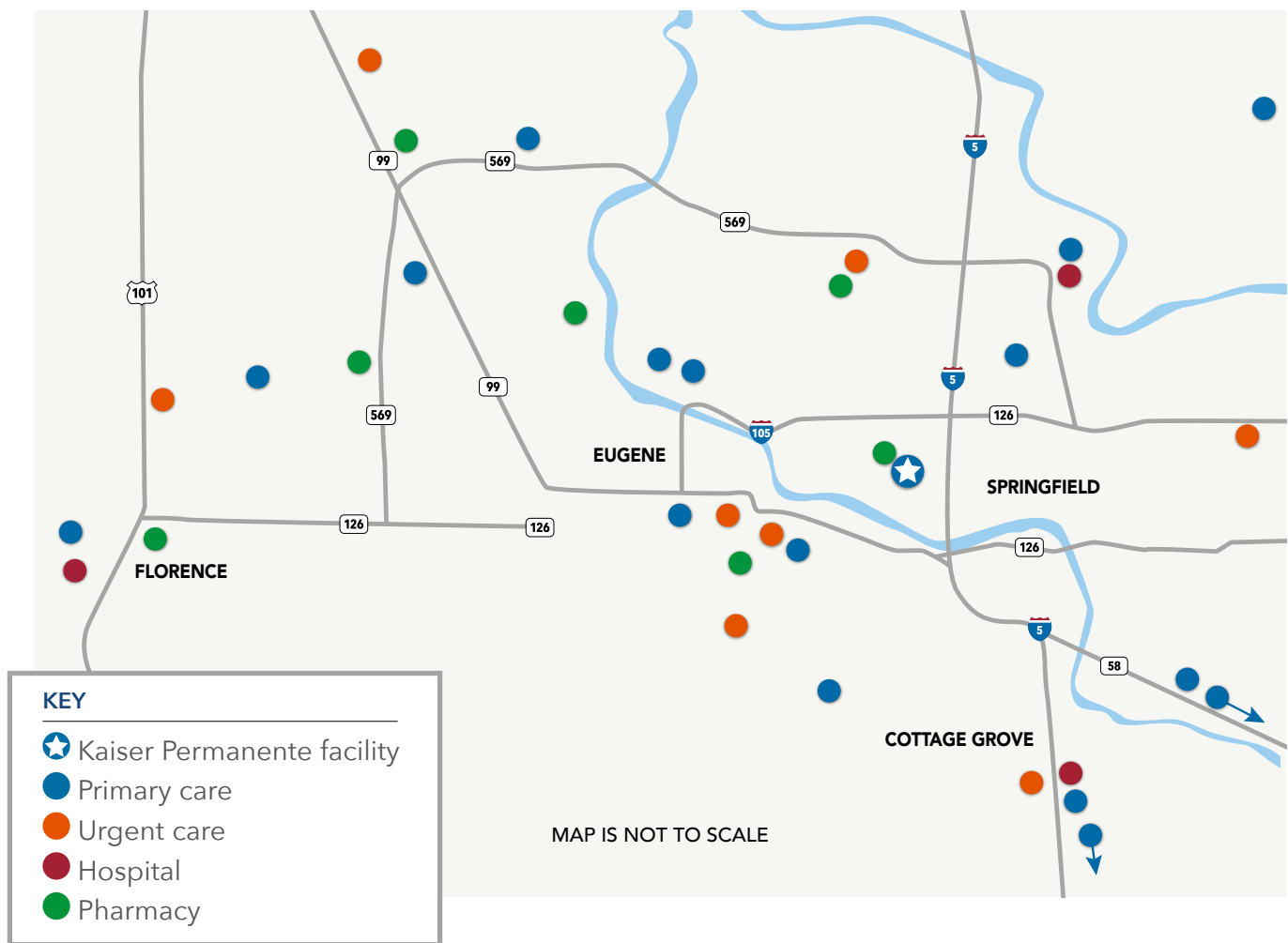


# Where to get care in Lane County

As a member in Lane County, in addition to the Kaiser Permanente Chase Gardens Medical Office, you have access to a network of 700+ affiliated providers for routine, urgent, or emergency care in the Eugene-Springfield area.

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).

Facility information current as of August 2024.



We are proud to partner with many local providers, including PeaceHealth Specialty Care, Eugene Foot & Ankle, Oregon Surgical Wellness, Willamette Valley Cancer Institute, Eugene Pediatric Associates, and more. You may need a referral or prior authorization for some specialties based on your benefit plan.





# 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>1,2</sup> Many of these resources are available at no additional cost.



### Select your Kaiser Permanente primary care doctor

We know how important it is to find a doctor who's right for you. As a part of your local care team, we are committed to making care more convenient and flexible. Visit [kp.org/lane/care-team](https://kp.org/lane/care-team) to view online doctor profiles and choose or change doctors at any time.



### 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>4,5,6</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>The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. <sup>2</sup>The apps and services are neither offered nor guaranteed under contract with the FEHB Program but are made available to enrollees and family members who become members of Kaiser Permanente. <sup>3</sup>Not available to Kaiser Permanente Dental-only members. <sup>4</sup>Calm can be used by members 13 years old and older. The Headspace app and services are not available to any members under 18 years old. <sup>5</sup>Some individuals who receive health care services from Kaiser Permanente through state Medicaid programs are not eligible for the Headspace app and services. <sup>6</sup>Eligible Kaiser Permanente members can text with a coach using the Headspace app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace app for the remainder of the year at no cost.

# 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.



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).

## **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, ໂດຍບໍ່ເສັງຄ່າ, 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**).

# Notes

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# 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.

## 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).