

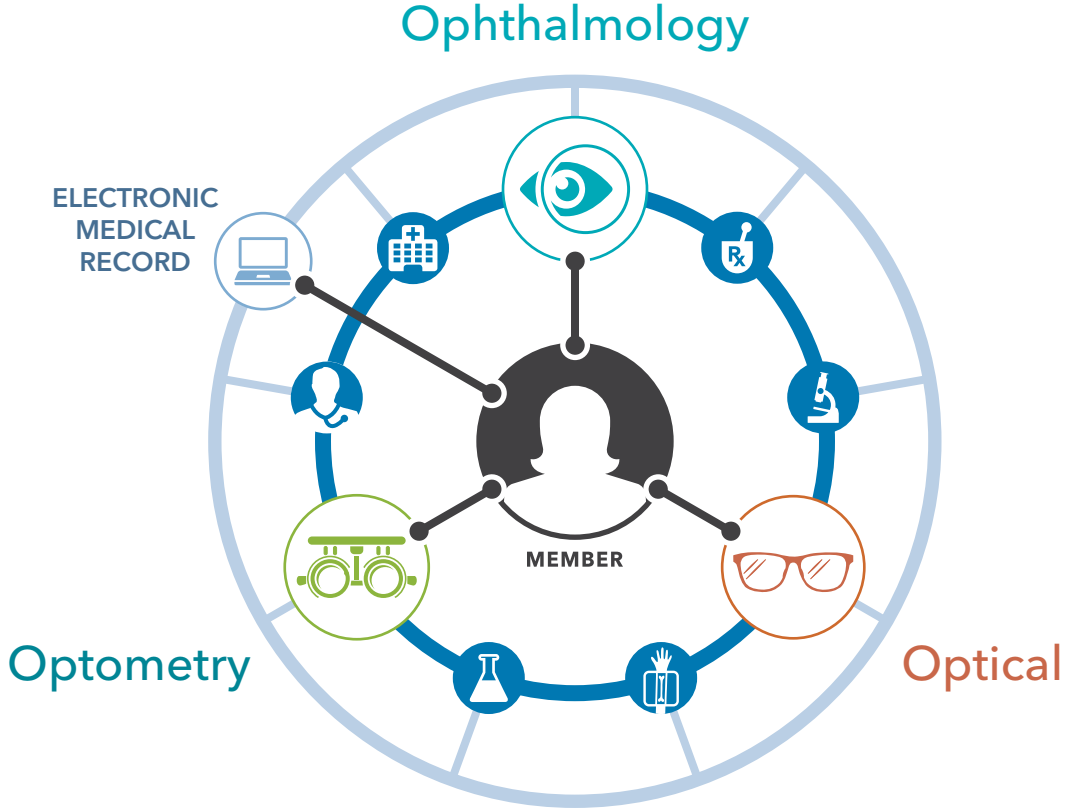
Experience **TOTAL EYE CARE** at Kaiser Permanente



Experience the Kaiser Permanente difference

Because our optometrists, ophthalmologists, and opticians **work together within our integrated care delivery system**, they're able to help connect to our larger team of medical professionals and services.

- ▶ Your eye health is part of your total medical record.
- ▶ Choose from an extensive collection of eyewear, from top designers to high-quality, affordable options.



The Member Journey

How to use our unique eye care services



Appointment



Sign in to kp.org or the Kaiser Permanente app,¹ then select "Appointments."



Call Member Services Monday through Friday, 8 a.m. to 6 p.m.

- **1-800-813-2000** (English), option 3
- **1-800-324-8010** (interpretation services)
- **TTY 711**



Scheduled phone and video visits² and our advice line are available for **immediate care of eye conditions.**



Eugene-Springfield service area

- For information on eye care appointments, prescription glasses and sunglasses, and contact lenses, please visit kp2020.org/pacnw/#location for our affiliate locations.



Optometry



104,456 members were screened for comprehensive eye and systemic conditions in 2020,³ including:

- Glaucoma
- Macular degeneration
- Diabetic retinopathy
- Dry eye
- Low vision



48,175 care gaps were closed in 2020 following routine eye exams.⁴



If an ongoing eye condition is detected



If a medical condition is detected



5,910 screenings for diabetic retinopathy with 1,369 found positive.⁵



After your comprehensive eye exam, a prescription will be given for eyeglasses and contact lenses if needed.



Optical



Experienced opticians will help you select and fit your next pair of eyeglasses.

- **Frames:** Hundreds of choices.
- **Lenses:** Our opticians help you choose the best lenses and coatings for your lifestyle.



Contact lenses: We teach you how to insert and remove your new contact lenses.



Safety glasses: Kaiser Permanente works with employer groups to set up safety eyewear programs that help fit their needs and keep members safe on the job.



Ophthalmology



Ophthalmology provides medical and surgical eye care. They treat ongoing eye diseases such as:

- Glaucoma
- Macular degeneration
- Diabetic retinopathy
- Cataracts
- Retinal and vitreoretinal diseases
- Pediatric developmental eye disorders

▶ If a medical condition is detected



Ophthalmologists perform surgery at the **Eye Surgery Care Center**.



Integrated care



If a medical condition is detected during your eye exam:

Your optometrist or ophthalmologist will work directly with your personal doctor and specialty providers to order tests and coordinate care plans.

Your vision care at Kaiser Permanente is connected to:

- Primary care
- Specialty care
- Lab
- CT/MRI imaging services
- Pharmacy



Did you know?

Blindness is the number 2 health concern in the United States after cancer.⁶

In some instances, blindness can be prevented. This is why Kaiser Permanente recommends all members schedule an eye exam every 2 years.

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

²When appropriate and available. These features apply to care you get at Kaiser Permanente facilities. If you travel out of state, phone appointments and video appointments may not be available due to state laws that prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device.

³Clinical Performance Optical (CPO) Report - Regional FP&A; Northwest Permanente, DM Photo Screen Error and Dilation Report, http://nwpdata.appl.kp.org/nwpdata/report_detail_list.cfm?Area=SC&Cat=All&subcat=All&subcat1=, accessed May 12, 2021.

⁴Northwest Permanente, OPTO VEMP Report, http://nwpdata.appl.kp.org/nwpdata/report_detail_list.cfm?Area=SC&Cat=All&subcat=All&subcat1=, accessed May 12, 2021.

⁵Northwest Permanente, Care Gap Closure Report, http://nwpdata.appl.kp.org/targets_tools/pst_utilization_caregap.cfm?com_date=2021AUG&loc_typ=All&mob=All&enc=All&dept=All&caregap_typ=DIABETIC_EYE_SCREEN&period=202012, accessed May 12, 2021.

⁶National Alliance for Eye and Vision Research (NAEVR) Fact Sheet, National Eye Institute, eyeresearch.org/resources/NEI_factsheet.html.

Quality, Service, and Affordability for Every Member Experience **TOTAL EYE CARE** at Kaiser Permanente

Everyday values

- 2 pairs of single vision glasses for \$129 (exclusions apply).¹
- 30% off second pair of complete glasses.¹
- Kids lenses always 50% off.
- Upgrade to polycarbonate lenses at no additional charge.
- Complimentary adjustments and repairs.
- Your lenses are manufactured locally in our Kaiser Permanente lab.
- 50/50 Protection Plan: one-year protection plan that covers 50% of the original price paid for your glasses at no additional cost.²
- Glasses and contact lenses direct-shipped at no additional cost.
- For more information, please visit kp2020.org.

¹Discounts and promotions cannot be used in conjunction with an optical benefit.

²The damaged product must be purchased from and returned to a Northwest Kaiser Permanente Vision Essentials location.

We have you covered

Kaiser Permanente locations in Oregon and Southwest Washington

- Open weekdays, 8 a.m. to 6 p.m.
- Saturday hours are available at Beaverton Medical Office, Cascade Park Medical Office, and Clackamas Eye Care.

Experienced health care professionals to help meet your eye care needs

- Ophthalmologists: general, subspecialty, and surgeons
- Optometrists: general, medical, and subspecialty
- Opticians to help you select glasses and contact lenses
- Eye care advice

Eugene-Springfield affiliate locations

- For information on eye care appointments, prescription glasses and sunglasses, and contact lenses, please visit kp2020.org/pacnw/#location for our affiliate locations.

Facility information is current as of May 2020. 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).

