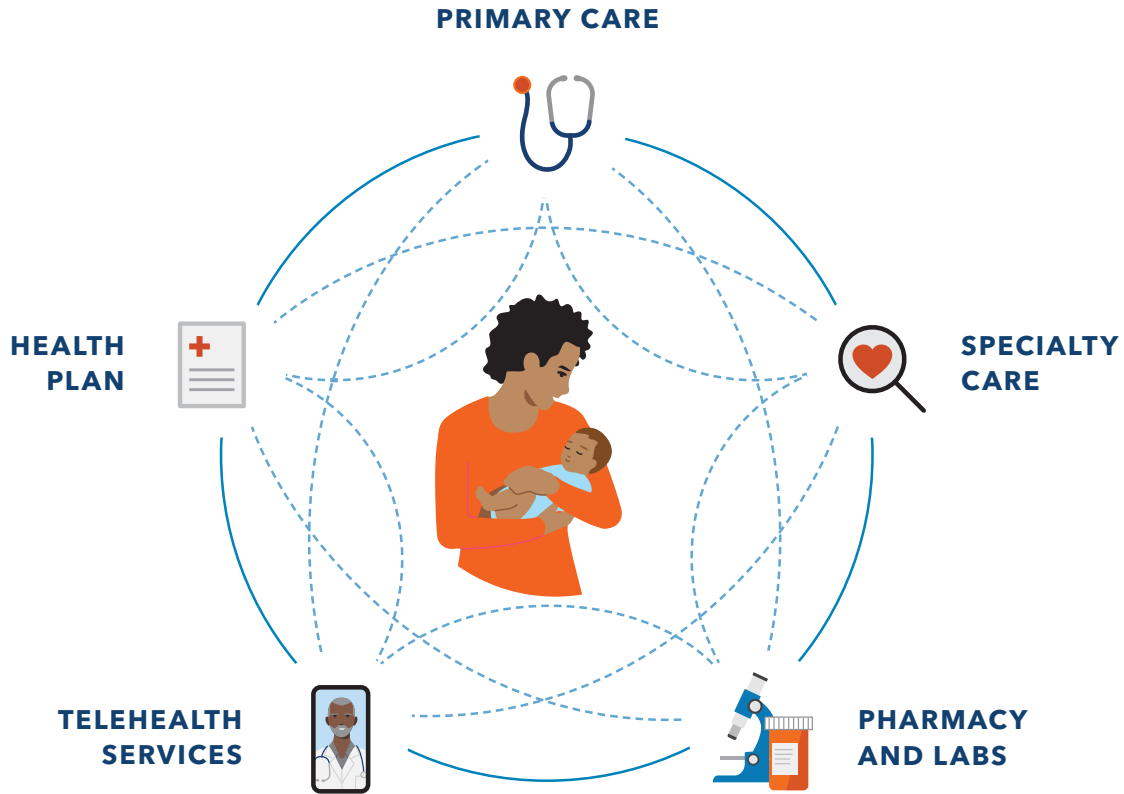


# Care for all that is you





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

# 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 centered around you ..... 4
- Care that's convenient..... 5
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- New member care transition ..... 7
- Making the most of your membership ..... 8
- Save on wellness services and products..... 9
- Vision coverage..... 10
- Audiology coverage ..... 11
- Where to find care ..... 12

**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 go – get exclusive access to Kaiser Permanente's Eugene Chase Gardens Medical Office and hundreds of community affiliated 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 a large group of 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:

#### Primary and routine care

- PeaceHealth (participating providers)\*
- Orchid Health

#### Pediatrics (under 5 years old)

- PeaceHealth (participating providers)\*
- Eugene Pediatrics

#### Urgent care

- PeaceHealth
- 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

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**).

\*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](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 in person, or talk to a clinician 24/7 by phone or video.<sup>1</sup> 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

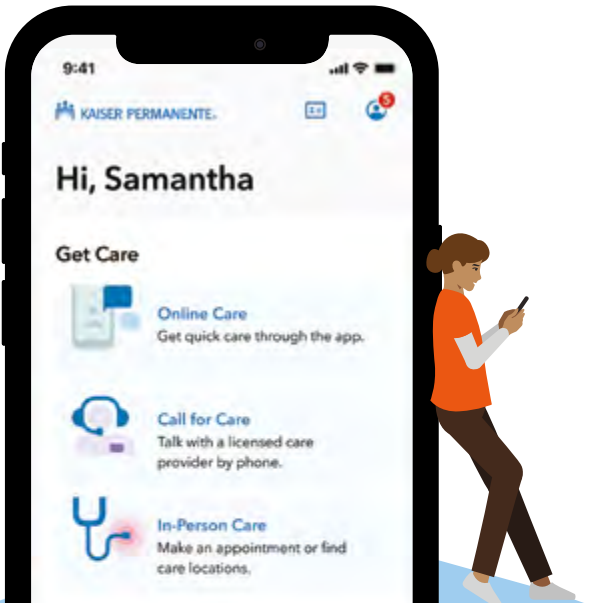
Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.

### 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<sup>2</sup> 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. 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.



# 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: 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 2: 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 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 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). 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 the New Member Welcome Desk at **1-888-491-1124** (TTY **711**). Help is available Monday through Friday, 8 a.m. to 5 p.m.



# Making the most of your membership

## For the you who is 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.



### 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>2</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>3,4,5</sup>



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



Set mental health goals, track progress, and get support managing depression, anxiety, and more.



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

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

1. 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. 2. ClassPass is not available to Kaiser Permanente Dental-only members. 3. Calm and myStrength can be used by members 13 years and older. The Ginger app and services are not available to members under 18 years of age. 4. Calm, my Strength, and Ginger, are not available to Kaiser Permanente Dental-only members. 5. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.



# 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).

# High quality 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 and prescription eyeglasses and contact lenses, to help keep your vision sharp and your eyes healthy.



### How to access care

#### **Routine eye care and prescription contact lenses**

Members in Lane County can get routine eye exams and order prescription contact lenses at a number of community affiliated providers, including Eugene Eye Care Associates, Oregon Eye Consultants, Pacific ClearVision Institute, and more.

#### **Contact lenses by mail**

You may also order contact lenses from Vision Essentials by Kaiser Permanente. Contact us at **1-800-813-2000** (option 3) to order your prescription contact lenses.



### Prescription glasses

For prescription glasses and sunglasses, members in Lane County can visit Focal Point, Pacific ClearVision Institute, and more.

Visit **[kp.org/lane](https://kp.org/lane)** to learn more about our care partners.



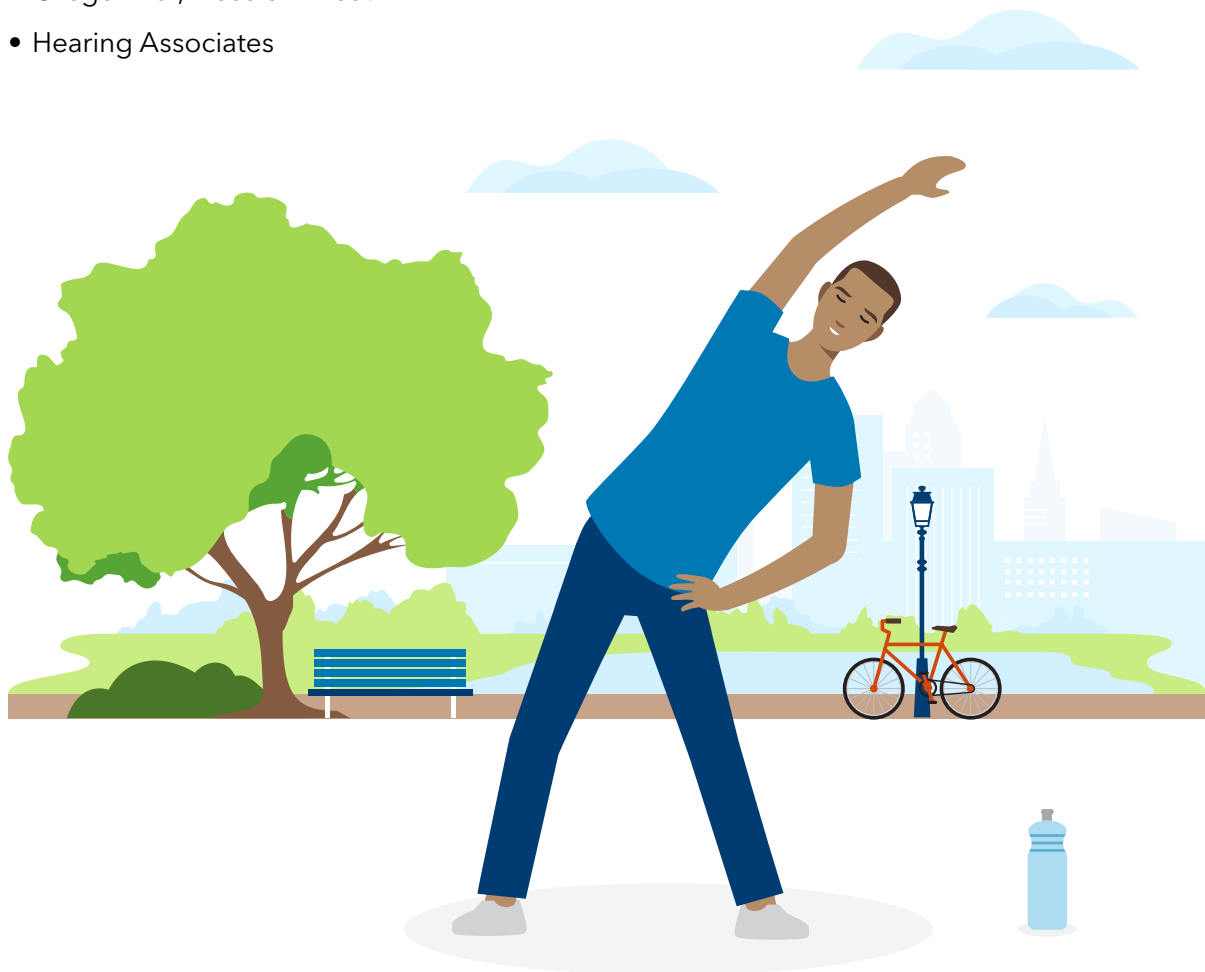
# Kaiser Permanente audiology coverage

Good hearing means you can participate in life more fully – confident, secure, and more connected to your world. Millions of Americans experience some degree of hearing loss. But now, more than ever, hearing loss doesn't mean that your quality of life must change. Our audiologists will help you choose the hearing aids that best meet your needs.

## How to access care

Members in Lane County can get a hearing evaluation without a referral at the following community affiliated providers, including:

- PeaceHealth Ear, Nose, & Throat
- Oregon Ear, Nose & Throat
- Hearing Associates

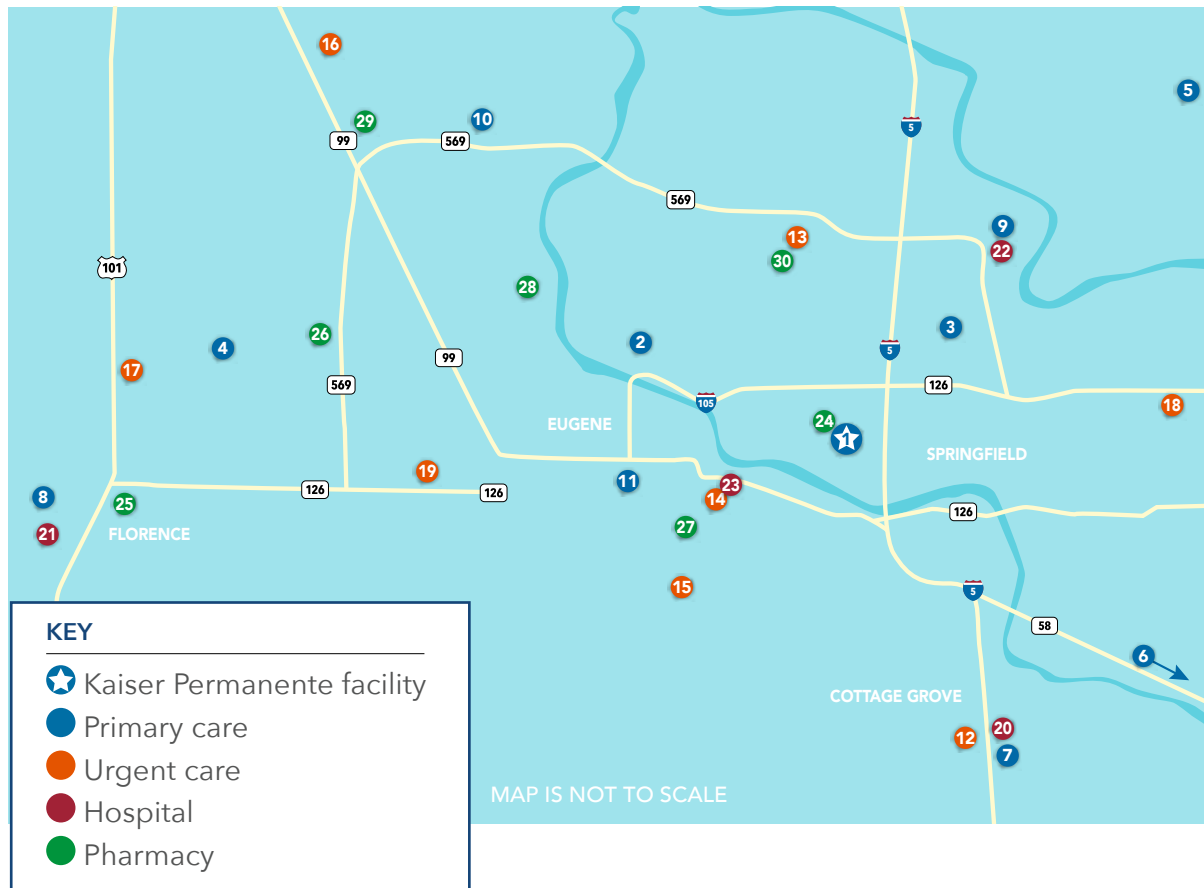


# Where to get care in Lane County

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. We are proud to partner with many local providers, including PeaceHealth Specialty Care,\* Pacific Women's Center, Pacific ClearVision Institute, 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.

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 2023.



Kaiser Foundation Health Plan of the Northwest's Eugene-Springfield service area applies to Medicare, large employer groups, small employer groups, and individuals and families. To be eligible for coverage, individuals must live or work in one of the accepted ZIP codes specific to Medicare, large employer groups, small employer groups, and individuals and families or be enrolled in an out-of-area plan.

\*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](https://kp.org/doctors) to verify network participation.

## **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/online-services/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 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) ໂປດຄຳບ:** 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 ਤਾਜ਼ਾ 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)**.



[illegible]

# 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 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](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).