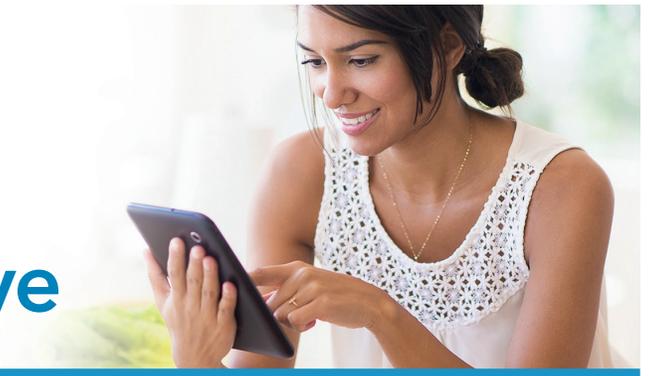


# Kaiser Permanente is here to help you thrive



With Kaiser Permanente, you get high-quality, affordable care that fits your life. Here are some of the top ways we help you live well and thrive.

## More choice

Access PPO lets you see any licensed provider in the country. It also gives you exclusive access to more than 1,100 Kaiser Permanente providers,<sup>1</sup> the highest-ranked medical group in Washington for 11 years in a row.<sup>2</sup> You can see most health care professionals without a referral, and change doctors anytime.

## Extra support when you need it

If you need help managing a chronic condition or complex health issue, our specially trained nurses are available to assist you. Using phone-based support, and partnering with your personal doctor, they'll guide you on the steps you need to take to improve your health.

## Care and services in one convenient place

At Kaiser Permanente facilities you'll find physicians, lab, radiology, and pharmacy – usually all under one roof. Go online or use our mobile app to email your doctor,<sup>3</sup> view your medical record,<sup>3</sup> refill prescriptions, and find wellness tools, classes, and discounts.

## Many ways to get the care you need

You can see your doctor in person or choose from other options:

- Call our 24/7 advice nurse
- Use an online visit<sup>4</sup> for common conditions
- Chat online with a Kaiser Permanente clinician

You can have medication refills delivered with our mail-order pharmacy. Check out our member website features at [kp.org/wa/member-tour](https://kp.org/wa/member-tour).

## Access to alternative care

Chiropractic, acupuncture, naturopathy, and massage therapy are all included in your coverage. You also get a 20% discount for acupuncture, chiropractic care, yoga, Pilates, massage therapy, naturopathy, and more from our network of community providers. Visit [kp.org/wa/alternative-medicine](https://kp.org/wa/alternative-medicine).

## Resources to keep you healthy

We offer a program that helps you quit using tobacco, once and for all. And you can get discounts on fitness centers and gear, find tips and recipes on our wellness blog, and join other members at sponsored health events. Go to [kp.org/wa](https://kp.org/wa) for wellness resources.

# Switching plans is easy

Changing health plans doesn't need to be a lot of work. Whether you're in the middle of a treatment plan or you're taking a prescription drug, we understand that you have unique needs. We're here to help make switching plans easy.

## Call our new member welcome team.

Our dedicated team can help transition your care and prescriptions to Kaiser Permanente. We can also help you find a doctor, answer plan questions, and more.

Call **206-630-0029** or **1-888-844-4607**.

### Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Create an account at [kp.org/wa](https://kp.org/wa) to transfer your prescriptions yourself, or call our new member welcome team for help.

### Find the right doctor

Finding a new doctor can feel stressful. But our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs, and that you can change your doctor at any time, for any reason. You can choose a doctor online, or call our new member welcome team for help.

### Transition your care

Are you currently getting treatment? We can help you transition your care to Kaiser Permanente. You might want help if:

- You have a scheduled surgery.
- You're taking a prescription drug or using medical equipment.
- A baby is on the way! You're pregnant and receiving prenatal care.
- You're following an established treatment plan.
- A health provider is working with you to manage a medical condition.

<sup>1</sup>Washington Permanente Medical Group personnel records, March 2018

<sup>2</sup>Washington Health Alliance 2017 Community Checkup. Ranking applies to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C. (formerly Group Health Cooperative's medical group, Group Health Permanente, P.C.)

<sup>3</sup>Kaiser Permanente medical offices, Providence, and MultiCare Rockwood all provide email access to your care team and access to your online medical record.

<sup>4</sup>Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail order service.