

# Healthy together

Care and coverage that fits your life

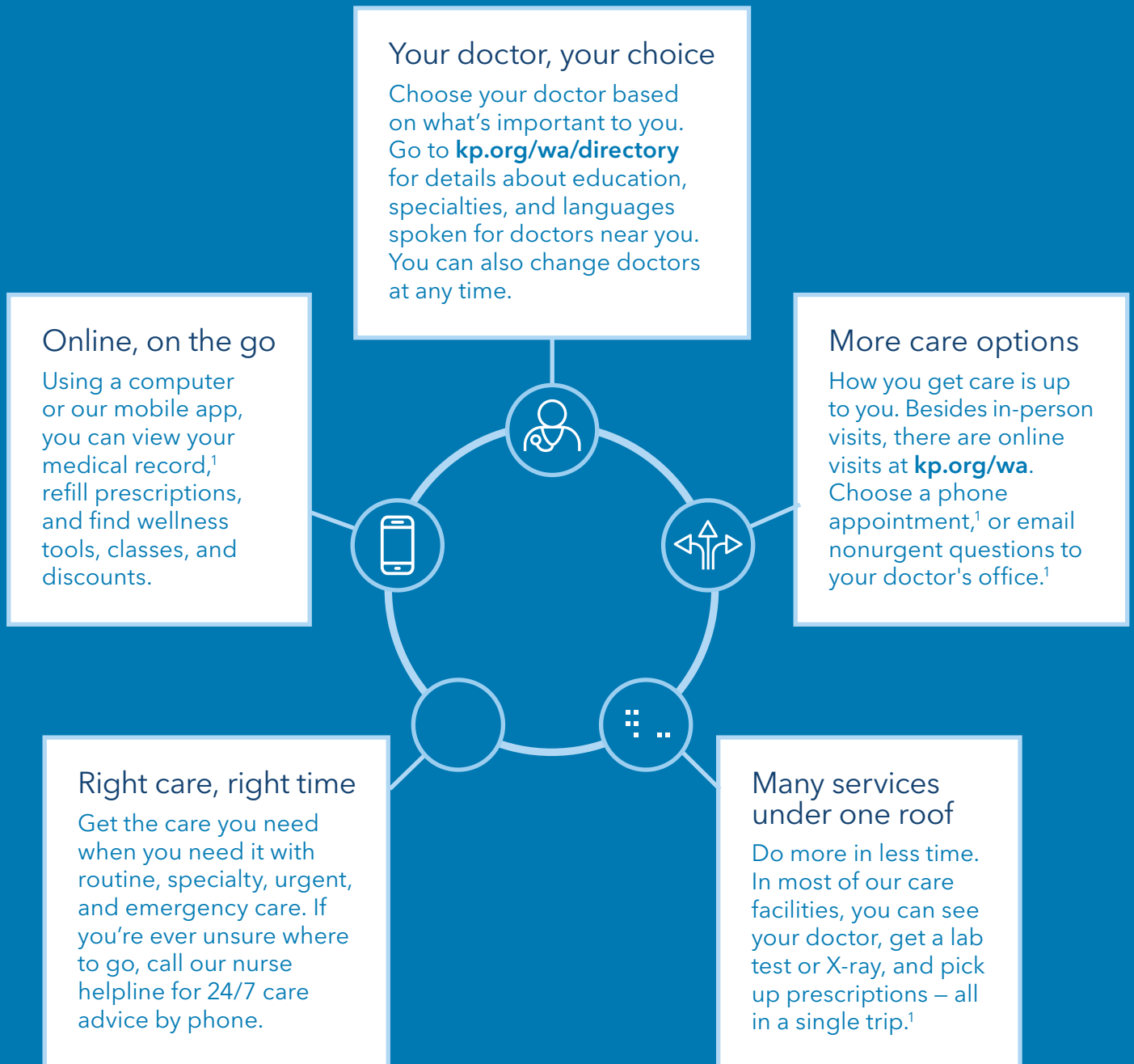


**New for 2019**

\$0 annual deductible

\$0 primary care office visits for members  
17 years and under (Standard Option only)

# Welcome to care that fits your life



<sup>1</sup>These features are available when you get care at Kaiser Permanente facilities.

# Experience the Kaiser Permanente difference

To be healthy, you need quality care that's simple, personalized, and hassle-free. At Kaiser Permanente, care and coverage come together, so you get everything you need to stay on top of your health in one easy-to-use package.

## Let's get started

Quality care with you at the center	2
Great care, great results	3
Your care, your way	4
Care when and where you need it	5
Find a facility near you	6
Other network care providers	8
Get more from your health plan	9
Making it easier to switch plans	10

## Your 2019 benefits

Core plan and benefit highlights	11
Your 2019 benefits summary	12
Ready to enroll with Kaiser Permanente?	13

Note: Kaiser Permanente Washington region does not include the Vancouver/Longview area. That area is part of Kaiser Permanente Northwest.

# Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.

## Great care from great doctors

Doctors at Kaiser Permanente come from some of the top medical schools, and many of them have practiced at leading hospitals across the country. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their chief concern.

## Choosing a doctor – your partner in health

We make it easy to find the doctor who's right for you, and you're free to change doctors at any time, for any reason. Having a good relationship is important because your personal doctor is your biggest health advocate, and you'll work closely together to make decisions about your health. At [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) you'll find detailed profiles of Kaiser Permanente physicians, including their location, specialty, education, and personal thoughts on caring for patients at Kaiser Permanente.

## Better care with a connected team

Your doctor, nurses, and other specialists at our facilities all work together to keep you healthy. They're connected to each other, and to you, through our electronic health record. So they know important things about you and your health – like when you're due for a screening and what medications you're taking. That way, you get care that's tailored for your individual needs.

## Personalized care for all patients

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To deliver care that's sensitive to all cultures, ethnicities, and lifestyles, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of all backgrounds

---


**Washington Permanente Medical Group is the top performing medical group in Washington state for the 11th year in a row.<sup>2</sup>**

<sup>2</sup>Washington Health Alliance 2017 Community Checkup, [www.wacommunitycheckup.org](http://www.wacommunitycheckup.org). 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.).



# Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



## Preventive care to keep you healthy

Preventive care is key to how we practice medicine at Kaiser Permanente facilities. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role – your preventive care services are tracked in the system, which triggers automatic reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.



## Specialty care when you need it

Preventive care can help keep you healthy, but we're also here for you if you get sick or need specialty care. We have one of the largest multispecialty medical groups in the country, so we can connect you with the right specialist faster. And you don't need referrals for many specialties that are offered by Washington Permanente Medical Group.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care – all combined to help you recover quickly.



## Support for ongoing conditions

If you're struggling with a condition like diabetes or heart failure, you might be automatically enrolled in a disease management program for personal coaching and support, or you can be asked to be enrolled. With a well-rounded approach backed by proven best practices, we'll help you get the care you need to continue living life to the fullest.



## A leader in clinical quality

In 2017, our commercial plans led the state in 6 important care measures, including breast and colon cancer screenings, controlling high blood pressure, childhood immunizations, and timely prenatal care. In fact, some of these rates are among the highest in the country.<sup>3</sup>

Kaiser Permanente Washington's HMO was rated the top-performing health plan in the nation in the most recent National Alliance of Healthcare Purchasers eValue8™ survey. Our high standards set the survey's national benchmarks for "Helping members get and stay healthy" and "Helping members manage chronic conditions."<sup>4</sup>

<sup>3</sup>NCQA (National Committee for Quality Assurance) Quality Compass® 2017 HEDIS® Scores. Quality Compass® and HEDIS® (Healthcare Effectiveness Data and Information Set) are registered trademarks of NCQA.

<sup>4</sup>Kaiser Foundation Health Plan of Washington's (formerly named Group Health Cooperative) commercial HMO rated the top health plan in the United States in the 2016 eValue8™ survey. Managed by the National Alliance of Healthcare Purchaser Coalitions (formerly National Business Coalition on Health), eValue8™ is an evidence-based resource created by business coalitions and employers like Boeing, Marriott, and General Motors to measure and evaluate health plan cost, quality, and performance.

# Your care, your way

Get care when and how you want it at Kaiser Permanente. With more options to choose from, it's easier to stay on top of your health.

## Choose how you connect to care



### Click

Sign on to your secure **kp.org/wa** account and get real-time medical care via Care Chat online messaging with a clinician. Email your Kaiser Permanente doctor's office anytime with non-urgent questions. Or get an online diagnosis for certain common conditions with our online visit feature.<sup>5</sup>

### Call

You may be able to save a trip to the doctor's office by having a phone appointment instead. We also offer a consulting nurse helpline for care guidance and advice by phone 24/7.



### Come in

Drop in for quick, professional care for minor needs at walk-in clinics at several of our medical offices or at our CareClinic at Bartell Drugs at 15 Puget Sound locations. No appointment needed.



### Come in

Most Kaiser Permanente medical offices have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip.

## Manage your health your way



### Online

Stay on top of your Kaiser Permanente care at **kp.org/wa**. Once you're registered, you can view your medical record, refill most prescriptions, schedule routine appointments, and more.



### In app

Manage your care anytime, anywhere. Access many of the features on **kp.org/wa** with the Kaiser Permanente Washington mobile app.<sup>6</sup> Learn more at **kp.org/wa/mobile**.

<sup>5</sup> Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail order service.

<sup>6</sup> To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on **kp.org/wa**.

# Care when and where you need it

It's easy for you and your family to get the care you need. There are either Kaiser Permanente facilities or other network providers in your area, offering a wide range of care and services.



## Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. At many Kaiser Permanente facilities, we offer same-day, next-day, after-hours, or weekend services, along with pediatrics, physical therapy, eye care, and other specialty departments. You can also see different doctors at different locations – whatever works best for you.



## Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit [kp.org/wa/directory](https://kp.org/wa/directory) to search for doctors, facilities, pharmacies, hospitals, and more.
- Search on your smartphone for Kaiser Permanente medical offices or CareClinic at Bartell Drugs with the location finder on the Kaiser Permanente Washington mobile app.<sup>7</sup>



## Getting care anytime, anywhere

### Travel care

As a Kaiser Permanente Washington Core member, your benefits go farther than your home service area. Wherever you go, you're covered for:

- Emergency room and urgent care visits – anywhere in the world<sup>8</sup>
- Care at any Kaiser Permanente medical office in another region, including California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, the Longview/Vancouver area of Washington state, and the District of Columbia
- Certain follow-up and outpatient care outside of Kaiser Permanente service areas through the FEHB travel benefit

### Resources while traveling

Call our nurse helpline 24/7 if you'd like your symptoms evaluated and advice on what to do next.

Call Member Services if you'd like to get care at a Kaiser Permanente facility outside of your plan's service area. They'll issue you a visiting member ID number to use.



See the next page for a list of our locations in your area.

<sup>7</sup>To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente member registered on [kp.org/wa](https://kp.org/wa).

<sup>8</sup>If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your Benefits Booklet.

# Find a facility near you

Our goal is to make it as easy and convenient as possible for you to get the care you need when you need it. Please refer to the map below and on the following page, or visit [kp.org/wa/directory](http://kp.org/wa/directory) to find a location in your area.



## ● Kaiser Permanente Medical Office Locations

- |              |                |
|--------------|----------------|
| Bellevue     | Poulsbo        |
| Bothell      | Puyallup       |
| Burien       | Redmond        |
| Everett      | Renton         |
| Federal Way  | Seattle        |
| Kent         | Silverdale     |
| Lynnwood     | Spokane        |
| Olympia      | Spokane Valley |
| Port Orchard | Tacoma         |

## ● CareClinic by Kaiser Permanente at Bartell Drugs

- |                  |                    |
|------------------|--------------------|
| Alderwood        | Rainier Avenue     |
| Ballard          | Redmond            |
| Bellevue Village | Sammamish          |
| Crossroads       | Silver Lake        |
| Des Moines       | Snoqualmie         |
| Fairwood         | University Village |
| Gig Harbor       | West Seattle       |
| Greenwood        |                    |

**WESTERN WASHINGTON**



**SPOKANE AREA**



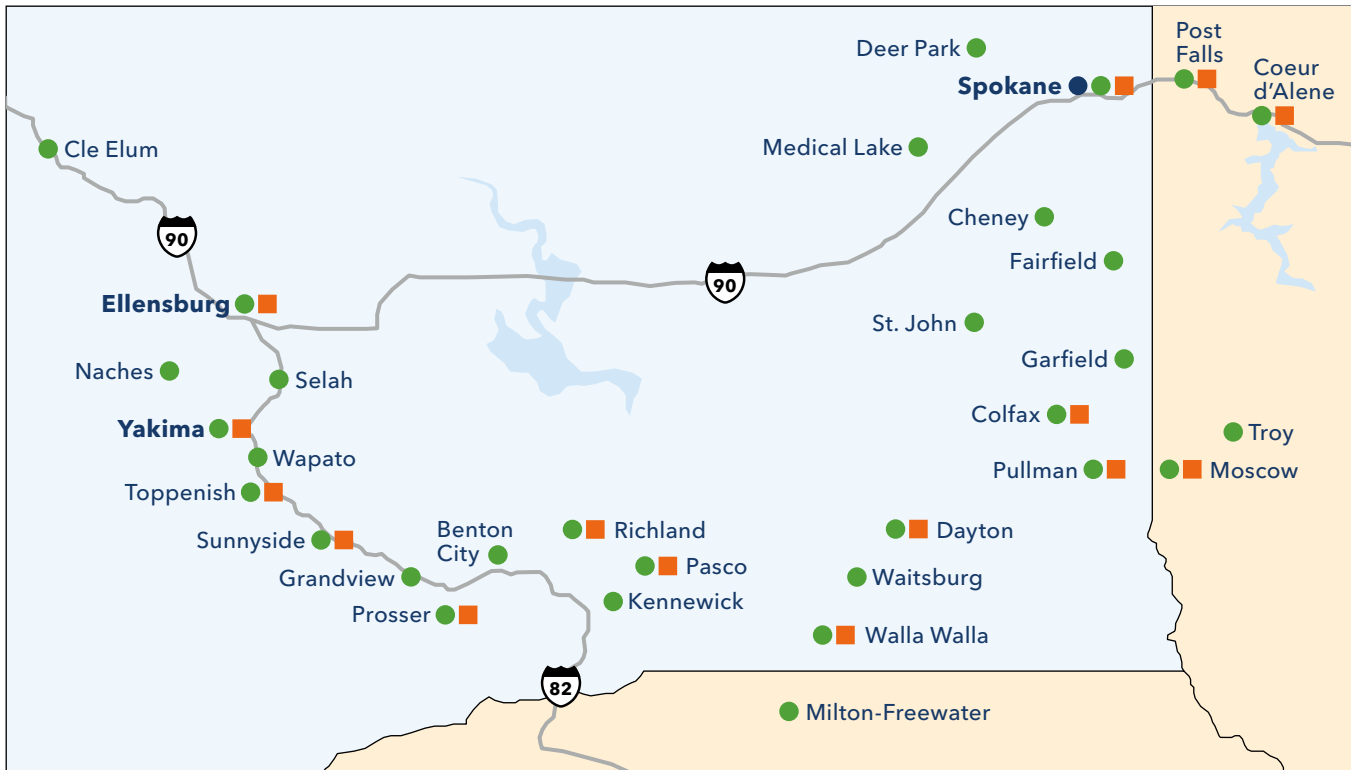
### WESTERN WASHINGTON (NORTH)



### WESTERN WASHINGTON (PUGET SOUND)



### CENTRAL & EASTERN WASHINGTON



- Kaiser Permanente Medical Offices
- Network Medical Offices
- Network Hospitals

# Other network care providers

You want the best care possible no matter where you live. So we look for the same quality and philosophy of care in our community providers that we expect from our own doctors and staff.

---

## Meeting our high standards

Kaiser Permanente sets high standards for all Core network providers in clinical quality and patient satisfaction, so you can feel confident whoever you choose to see. We also work closely with our network providers to help them improve your care experience.

---

## Supporting preventive care

We'll send your community provider monthly reports on any screenings or tests our coverage records indicate you're overdue for. This reminds your doctor to provide this important preventive care at your next visit.

---

## Sharing quality care resources

Our community providers can access Kaiser Permanente's clinical resources, including:

- Detailed treatment guides on a wide range of conditions
- Clinical tips for daily practice
- Safety information on new drugs
- New research results that can benefit patients
- Additional training and continuing education opportunities

---

## Extending the reach of our care system

As a member, you can find the right provider for you from among 49 hospitals and 9,000 practitioners<sup>9</sup> in the Core network, in addition to the clinicians at our own medical facilities. Kaiser Permanente surgeons and specialists provide care at 7 major hospitals in Western Washington. In addition, hospitalists and care managers coordinate your in-patient care at 8 hospital locations, providing an added level of support when you need it most.

---

<sup>9</sup>Source: OIC Provider Network Form A

# Get more from your health plan

Good health goes beyond the doctor's office. That's why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

## Tools and resources for good health



### Wellness coaching by phone

Reach your health goals with an action plan and one-on-one phone support. A trained coach will help you find personalized techniques that work for you. Also offered in Spanish.



### Healthy lifestyle programs

Find discounts on fitness facilities nationwide, exercise videos and workout equipment, and weight management programs at [globalfit.com/kpwa](http://globalfit.com/kpwa).



### Help to quit smoking

Quit for good with one of the country's most successful tobacco cessation programs – at no additional cost. Phone-based or online. Visit [quitnow.net/kpwa](http://quitnow.net/kpwa) for details.



### Special rates for members

Enjoy a 20% discount on acupuncture, naturopathy, chiropractic care, yoga, Pilates, and more with Complementary Choices™. Learn more at [kp.org/wa/alternative-medicine](http://kp.org/wa/alternative-medicine).



### Classes and support groups

Call the Resource Line at **1-800-992-2279**, or email [kpwa.resource-l@kp.org](mailto:kpwa.resource-l@kp.org) to find health classes and support groups near you. You can also request patient education pamphlets and DVDs created for our medical offices.



### Wellness blog

Visit [kp.org/wa/health](http://kp.org/wa/health) for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.

# Making it easier to switch plans

Changing health plans can seem like a lot of work, especially if you're in the middle of treatment or take prescription drugs. That's why we created a dedicated new member team to help you transition to Kaiser Permanente.

---

Need help transitioning to a new plan? **Call 1-888-844-4607.**

---



## Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Either register online and 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. You'll be able to order refills online for convenient mail delivery to your home.

---



## Find the right doctor

Our online doctor profiles let you browse among many excellent doctors and convenient locations in your area, so you can join Kaiser Permanente knowing you've found a doctor who fits your needs. Plus, you can change your doctor at any time, for any reason. View doctors at [kp.org/wa/directory](https://kp.org/wa/directory) or call our new member welcome team for help.

---



## Transition your care

You might want help transitioning your care to Kaiser Permanente if:

- You have a scheduled surgery
  - You're taking a prescription drug or using medical equipment
  - 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
- 

## We're focused on helping new members

---

Our dedicated team can help you select a doctor, transfer prescriptions and medical records, and connect with resources to meet your unique needs. Other questions about transitioning care? Give us a call at **1-888-844-4607.**



# Core plan and benefit highlights

## Which option is right for you?

High Option	Standard Option
<ul style="list-style-type: none"> <li>No deductible</li> <li>Higher premiums than Standard Option, but lower copays for most services and prescription drugs</li> </ul> <p>If you use a lot of services and want low out-of-pocket costs, this may be the right choice.</p>	<ul style="list-style-type: none"> <li>No deductible</li> <li>\$0 primary care for 17 years and under</li> <li>Lower premiums than High Option, but higher cost sharing</li> <li>You pay copayments for most routine services</li> </ul> <p>If you want a lower premium with predictable copays for office visits and prescriptions, this may be the right choice.</p>

## Benefit highlights



### Save on prescription drugs

Save time and money by ordering prescription refills online or by phone. We can mail most prescription drugs to you within 10 days. You don't pay any extra cost for standard U.S. postage. You get a 90-day supply for only twice the 30-day supply copay when we mail your prescriptions.



### Save at Kaiser Permanente Eye Care

Federal employees can always get discounts on frames, lenses, contacts, and OSHA-approved safety goggles at 11 Kaiser Permanente optical centers in Western Washington.



### Kaiser Permanente's travel benefit

When you're temporarily outside your plan's home service area by more than 100 miles and outside any other Kaiser Permanente service area, you're covered for the following:

- Outpatient follow-up care to complete a course of treatment after a covered emergency
- Outpatient continuing care for covered services related to conditions diagnosed and treated within the previous 12 months by a Kaiser Permanente practitioner or plan network practitioner

Kaiser Permanente pays up to \$2,000 each calendar year for this follow-up or continuing care travel benefit. You pay the applicable copay for each follow-up office visit.

The Federal Employees Health Benefits (FEHB) Program offers numerous health benefits plans and coverage options. Choosing a health plan and coverage option is an important decision. To help you make an informed choice, each FEHB plan makes available a Summary of Benefits and Coverage (SBC) about each of its health coverage options, online and in paper. The SBC summarizes important information in a standard format to help you compare plans and options. This plan's SBC is available on the internet at [kp.org/feds/wa-core](http://kp.org/feds/wa-core). A paper copy is also available, at no charge, by calling 1-888-901-4636, Monday through Friday, 8 a.m. to 5 p.m. For TTY, call 711.

# Your 2019 benefits summary

	High Option	Standard Option
<b>Coverage</b>		
<b>Annual deductible</b> (up to 2x per family)	None	None
<b>Annual out-of-pocket limit</b> Individual / Family (including Self Plus One)	\$3,000 / Up to \$6,000	\$5,000 / Up to \$5,000
<b>Benefits</b>		
	<b>You pay</b>	<b>You pay</b>
<b>Office visit</b> (primary care / specialty care)	\$25	\$25 primary / \$35 specialty \$0 primary care for 17 years and under
<b>Preventive care visit</b>	Covered in full	Covered in full
<b>Chiropractic/manipulative therapy services</b> Self-refer to 20 visits per member PCY <sup>10</sup>	\$25	\$25 primary / \$35 specialty \$0 primary care for 17 years and under
<b>Naturopathy</b> Self-refer to 3 visits per medical diagnosis PCY <sup>10</sup>	\$25	\$25 primary / \$35 specialty \$0 primary care for 17 years and under
<b>Acupuncture</b> Self-refer to 8 visits per medical diagnosis PCY <sup>10</sup> For substance abuse, unlimited visits	\$25	\$25 primary / \$35 specialty \$0 primary care for 17 years and under
<b>Mental health</b>	Inpatient: \$350 per admit Outpatient: \$25	Inpatient: \$750 Outpatient: \$25 primary / \$35 specialty \$0 primary care for 17 years and under
<b>Rehabilitation - outpatient</b> 60 visits per medical diagnosis PCY <sup>10</sup>	\$25	\$25 primary / \$35 specialty \$0 primary care for 17 years and under
<b>Lab/X-ray</b>	Covered in full	Covered in full
<b>Hospital</b> per admit or procedure	Inpatient: \$350 Outpatient surgery: \$75	Inpatient: \$750 Outpatient surgery: \$150
<b>Urgent care</b>	\$25	\$25 primary / \$35 specialty
<b>Ambulance</b>	20%	\$100 copay per trip
<b>Emergency care</b> per visit	\$100	\$150
<b>Prescription drugs</b>		
	<b>You pay</b>	<b>You pay</b>
<b>Value Tier</b> 1-month supply / 90-day mail order supply	na	\$5 / \$10
<b>Tier 1: Formulary generic</b> 1-month supply / 90-day mail order supply	\$20 / \$40	\$20 / \$40
<b>Tier 2: Formulary and preferred brand</b> 1-month supply / 90-day mail order supply	\$40 / \$80	\$40 / \$80
<b>Tier 3: Non-formulary / non-preferred</b> 1-month supply / 90-day mail order supply	\$60 / \$120	\$60 / \$120
<b>Tier 4: Preferred specialty</b> 1-month supply	25% up to \$200	25% up to \$200
<b>Tier 5: Non-preferred specialty</b> 1-month supply	50% up to \$500	50% up to \$500

<sup>10</sup>PCY = Per calendar year

Please note that the above information is only a summary of the Kaiser Foundation Health Plan of Washington benefits. Before making a final decision, please read the Plan's Federal brochure (RI 73-012). All benefits are subject to the definitions, limitations, and exclusions set forth in the Federal brochure. Please refer to the Kaiser Permanente Washington Core Federal Brochure posted at [kp.org/feds/wa-core](http://kp.org/feds/wa-core).

# Ready to enroll with Kaiser Permanente?<sup>11</sup>

1. Choose an option	2. Select the type of enrollment you want	3. Sign up online or call
<ul style="list-style-type: none"> <li>• <b>High Option</b></li> <li>• <b>Standard Option</b></li> </ul> <p>Find brief descriptions of these options on page 11, and find more details about benefits and rates at <a href="http://kp.org/feds/wa-core">kp.org/feds/wa-core</a>.</p>	<ul style="list-style-type: none"> <li>• <b>Self Only</b> covers you</li> <li>• <b>Self Plus One</b> covers you and 1 eligible family member</li> <li>• <b>Self and Family</b> covers you and all eligible family members</li> </ul>	<p>Find your enrollment code in the chart below. Then visit <a href="http://opm.gov">opm.gov</a> to enroll online or contact your employing agency or retirement office for next steps and other information.</p> <p>Annuitants can contact the Retirement Information Center at <b>1-888-767-6738</b> or (TTY <b>1-855-887-4957</b>), or <a href="mailto:retire@opm.gov">retire@opm.gov</a>.</p>

Enrollees covering themselves and one other eligible family member may choose either the “Self Plus One” or “Self and Family” enrollment type, whichever has a lower premium. If you enroll in the High Option, you will pay a lower premium if you choose Self and Family.

	High Option		Standard Option	
Your premium share: Nonpostal <sup>12</sup>				
	Biweekly / Monthly	(Code)	Biweekly / Monthly	(Code)
<b>Self only</b>	\$146.16 / \$316.68	(541)	\$67.52 / \$146.29	(544)
<b>Self + one</b>	\$335.69 / \$727.32	(543)	\$155.30 / \$336.48	(546)
<b>Self + family</b>	\$302.64 / \$655.72	(542)	\$155.30 / \$336.48	(545)
Your premium share: Postal <sup>12</sup>				
	Biweekly 1 / Biweekly 2	(Code)	Biweekly 1 / Biweekly 2	(Code)
<b>Self only</b>	\$142.96 / \$133.37	(541)	\$64.82 / \$56.04	(544)
<b>Self + one</b>	\$328.85 / \$308.34	(543)	\$149.09 / \$128.90	(546)
<b>Self + family</b>	\$295.34 / \$273.46	(542)	\$149.09 / \$128.90	(545)

<sup>11</sup> These are highlights of the FEHB enrollment process. Please refer directly to [opm.gov](http://opm.gov) and your employing agency or retirement office for FEHB coverage effective dates, enrollment procedures and deadlines, and other information. To add an eligible family member to your Kaiser Permanente Self and Family enrollment, complete and return an Enrollment Change Form to us. These forms can be obtained at [kp.org/feds/wa-core](http://kp.org/feds/wa-core) or by calling Member Services.

<sup>12</sup> These rates do not apply to all enrollees. If you are in a special enrollment category, please refer to your special Guide to Federal Benefits or contact the agency or tribal employer which maintains your health benefits enrollment.

## Details and definitions

### Coinsurance

The percentage amount you pay for the cost of your covered care or prescriptions. For example, you might pay 20 percent of the cost of your office visit each time you see your doctor.

### Copayment, copay

The set dollar amount you pay for certain covered services. For example, you might pay a \$25 copay each time you see your doctor.

### Deductible

What you'll pay each year before your plan starts to pay its share. For certain services, such as preventive care, the deductible does not apply.

### Formulary

The list of generic and brand-name prescription drugs that are usually covered by our health plans. The drugs are selected by a committee of Kaiser Permanente physicians and pharmacists based on safety, effectiveness, and cost.

### Health savings account (HSA)

A Health Savings Account (HSA) is a savings account used to cover medical costs. Used with a high deductible health plan (HDHP), these accounts cover qualified medical items not paid by the policy, tax free.

### Health reimbursement arrangement (HRA)

An HRA is an account set up by an employer and used to pay for eligible medical expenses. The money deposited into the account is not taxed. Only the employer can contribute to an HRA and the employer controls the account.

### Hospital stays – inpatient

Hospital room and board; inpatient surgery; anesthesia; intensive and coronary care; laboratory tests; radiology services; drugs while in hospital. Includes mental health inpatient treatment.

### Out-of-pocket maximum

The most you'll be required to pay for covered services in a calendar year. After you've paid this amount, the health plan pays for all covered services for the remainder of the year. Deductible, coinsurance, and copays count toward this maximum, but plan premiums do not.

### Outpatient surgery

Surgery in an office, outpatient surgery center, or hospital setting that does not require an overnight stay.

### Prescription drugs

Outpatient: Formulary drugs and medicines that require prescriptions, including self-administered injectables, mental health drugs, and diabetic supplies.

### Preventive care services

For children and adults. Includes wellness visits and immunizations, as established in Kaiser Permanente's well-care schedule, formulary contraceptive drugs including counseling, contraceptive devices, and female sterilization and counseling. Devices and supplies related to contraception are covered as preventive as required by federal law and covered in full. Also includes drugs and medicines such as aspirin, fluoride, and folic acid.

### Tier, drug tier

A classification used to identify what cost share you pay for a drug. More commonly used and less expensive drugs are in lower tiers (for example, tier 1 or tier 2). Specialty or higher-cost drugs are classified in higher tiers (for example, tier 4 or tier 5).



# Kaiser Permanente Nondiscrimination Notice and Language Access Services



## KAISER PERMANENTE NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (“Kaiser Permanente”) comply with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

Provide free aids and services to people with disabilities to help ensure effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats)
- Assistive devices (magnifiers, Pocket Talkers, and other aids)

Provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Kaiser Permanente.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination.

### Kaiser Permanente

Phone: 206-630-4636

Toll-free: 1-888-901-4636

TTY Washington Relay Service: 1-800-833-6388 or 711

TTY Idaho Relay Service: 1-800-377-3529 or 711

Electronically: [kp.org/wa/feedback](http://kp.org/wa/feedback)

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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

**LANGUAGE ACCESS SERVICES**

**English: ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).

**Español (Spanish): ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-901-4636 (TTY: 1-800-833-6388 / 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 1-888-901-4636 (TTY: 1-800-833-6388 / 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 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**한국어(Korean): 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 번으로 전화해 주십시오.

**Русский (Russian): ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

**Filipino (Tagalog): PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Українська (Ukrainian): УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

**ភាសាខ្មែរ (Khmer) :** ប្រយ័ត្ន : បើសិនអ្នកនិយាយ, សេដ្ឋន្តនិយមក យេមិនគិតពល គឺចូលសំបុំបំណែក។ ចូរទូរស័ព្ទ 1-888-901-4636 (TTY: 1-800-833-6388 / 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。1-888-901-4636 (TTY: 1-800-833-6388 / 711) まで、お電話にてご連絡ください。

**አማርኛ (Amharic) :** ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-888-901-4636 (መስማት ለተሳናቸው: 1-800-833-6388 / 711)።

**Oromiffa (Oromo): XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**العربية (Arabic):** لديكم حق الحصول على مساعدة ومعلومات في ملحوظة : إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان . اتصل برقم 1-888-901-4636 رقم هاتف الصم والبكم: (711 / 1-800-833-6388) .

**Deutsch (German): ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**ພາສາລາວ (Lao):** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE:** Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-901-4636 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-833-6388 / 711).

**Français (French): ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-901-4636 (ATS: 1-800-833-6388 / 711).

**Română (Romanian): ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Adamawa (Fulfulde): MAANDO:** To a waawi Adamawa, e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**فارسی (Farsi): توجه :** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-901-4636 تماس بگیرید. (TTY: 1-800-833-6388 / 711)

## Want to learn more?

For more information, visit [kp.org/feds/wa-core](https://kp.org/feds/wa-core) or call **1-877-904-0015**, Monday through Friday, 7 a.m. to 5 p.m.

Open Season hours: Monday through Friday, 6 a.m. to 7 p.m.

New member welcome team: **1-888-844-4607**

### Already a member?

Manage your care online anytime at [kp.org/wa](https://kp.org/wa). If you haven't already, go to [kp.org/wa/register](https://kp.org/wa/register) so you can start ordering most prescription refills, get reminders about needed care, and view coverage documents. If you get care at Kaiser Permanente, you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, and more.

# The right choice for a healthier you

Having a good health plan is important. So is getting quality care.  
With Kaiser Permanente, you get both.



Kaiser Foundation Health Plan of Washington  
601 Union St., Ste. 3100  
Seattle, WA 98101