



# Healthy together

Care and coverage that fits your life

Pay \$0 for phone appointments and video visits<sup>1,2</sup>  
Get care anywhere you go  
Check out our new locations

# Welcome to care that fits your life

## Your doctor, your choice

Choose your doctor based on what's important to you. Go to [kp.org/searchdoctors](https://kp.org/searchdoctors) for details about education, specialties, languages spoken, and more. You can also change doctors at any time.

## Convenient cost estimates

Get an idea of what you'll pay before you come in for care. For a personalized estimate based on your plan details, see "Tools & Resources" at [kp.org/feds](https://kp.org/feds).

## More care options

How you get care is up to you. Choose a phone appointment or video visit,<sup>1</sup> email your doctor's office with nonurgent questions, or come see us in person.<sup>2</sup>

## Right care, right time

Get the care you need when you need it with routine, specialty, urgent, and emergency care. If you're ever unsure where to go, call us for 24/7 care advice by phone.

## Many services under one roof

Do more in less time. In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions – all in a single trip.



# 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

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# A stress-free path to switch plans

There's a lot to do when changing health plans. That's why we created a single destination that makes it easy to join Kaiser Permanente, and to get started once you do.

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See just how easy it is to get started as a member at [kp.org/easyswitch](https://kp.org/easyswitch).

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**Let us help  
you 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. You're also free to change at any time, for any reason.



**Transition your  
care seamlessly**

Easily move prescriptions so your treatment is uninterrupted. And find a location that's close to your home, work, or school. Many services are often under one roof, making it easy to see your doctor, fill prescriptions, and get the care you need – all in one trip.



**Get care on  
your schedule**

Need to schedule an appointment? Have a nonurgent question you'd like to email to your doctor's office? After you enroll, register for an online account at **kp.org** or get our mobile app. Then join the millions of members who easily manage their health online – whenever, wherever.

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## Feel the healthy change – every step of the way

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Have questions about joining Kaiser Permanente? We're here to help.

Call us at: **1-855-315-1009 (TTY 711)**, Monday through Friday, 7 a.m. to 5 p.m.

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



# 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

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their main concern.

As your biggest health advocate, your doctor will coordinate your care journey, and you'll work closely together to make decisions about your health.



## Better care with a connected team

Your doctor, nurses, and other specialists all work together to keep you healthy. They're connected to each other, and to you, through your 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 personalized care that's right for you.



## Personalized care for all members

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 help deliver care that's sensitive to your culture, ethnicity, and lifestyle, 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 diverse backgrounds

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Through our culturally responsive care programs, we've improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer.<sup>3</sup>

# 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. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. It tracks your preventive care services and sends 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

We're also here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in the country, we can conveniently connect you with the right specialist. And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

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



## A leader in clinical quality

In 2018, Kaiser Permanente led the nation as the top performer in 30 effectiveness-of-care measures – the most of any health plan.<sup>4</sup>

These measures include:

- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Medication monitoring

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Hear care stories from real Kaiser Permanente members at [kp.org/caresstories](https://www.kp.org/caresstories).

# Healthy resources

Good health goes beyond the doctor's office. Explore all the convenient resources available to members and choose the ones that fit your life.

## Get the most out of your health plan



### Help to quit smoking

If you use cigarettes, e-cigarettes, or other tobacco products, let us help you quit. You pay nothing for classes, telephone coaching, online programs, and prescriptions, including prescribed over-the-counter tobacco-cessation drugs. For more information, ask your doctor or visit [kp.org/quitsmoking](https://kp.org/quitsmoking).



### Prescription costs at your fingertips

Use our prescription drug pricing tool to find out how much you'll pay for different medications as a Kaiser Permanente member. Learn more at [kp.org/feds](https://kp.org/feds).



### Healthy rewards

Take simple steps to improve your well-being and earn up to \$150 to pay for qualified medical expenses.<sup>5</sup> An FEHB subscriber and their enrolled spouse (18 and over) are eligible for the following rewards:

- \$50 for taking the Total Health Assessment, an online questionnaire that gives you a wellness action plan
- \$25 for completing a healthy lifestyle program, an online class to help you reach your health goals

Learn more and get started at [kp.org/feds](https://kp.org/feds).



### Online wellness tools

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – all at no cost. Learn more at [kp.org/healthylifestyles](https://kp.org/healthylifestyles).



### Health classes

Sign up for health classes and support groups at many of our facilities. See what's available near you at [kp.org/classes](https://kp.org/classes) – some may require a fee.



### Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).



### Special rates for members

Enjoy reduced rates on services that can help you stay healthy – like gym memberships, massage therapy, and more. Explore your options at [kp.org/choosehealthy](https://kp.org/choosehealthy).

# Your care, your way

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

## Choose how you get care



### In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.



### Phone

Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with a Kaiser Permanente doctor.<sup>1,2</sup>



### Video

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online.<sup>1,2</sup> Call us or email your doctor's office to see if video visits are available to you.

## Other ways to get care in the moment



### 24/7 care and advice by phone

Call us for advice when you need it most. We'll help you find out what care is right for you, schedule appointments, and more.



### Email

Message your doctor's office anytime with nonurgent health questions.<sup>2</sup> You'll get a response usually within 2 business days.



### Online

Manage your health, find nearby locations, and take advantage of health guides and other resources. You can also download the Kaiser Permanente app to keep up with your care on the go.<sup>6</sup>



# Care for a range of needs

Get the right care for any situation. Have an urgent care need? Need care while traveling? Support is just a call or a click away.

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## Quality care, when and where you need it

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### Emergency care

If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.<sup>7</sup>

### Urgent care

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.<sup>8</sup>

### Travel care

As a Kaiser Permanente FEHB 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 – with urgent care also available at CVS MinuteClinics in states not served by Kaiser Permanente<sup>9</sup>
- Care at any Kaiser Permanente location in another region
- Certain outpatient follow-up care and outpatient care outside of Kaiser Permanente service areas through the FEHB travel benefit

To learn more, call our 24/7 Away from Home Travel Line at **951-268-3900**<sup>10</sup> or visit **kp.org/travel**.

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# Quality care starts with quality doctors



# Featured benefits

## Manage your health with our mobile app

It's easy to connect to care, get helpful resources, and more – anytime, anywhere. Use the Kaiser Permanente app to quickly and securely:<sup>2,6</sup>

- Check most lab results
- Email your doctor's office with nonurgent questions
- Refill most prescriptions
- Schedule routine appointments
- Pay medical bills
- Find doctors and locations

## Look up prescription drug costs

Use our prescription drug calculator to see the costs for many drugs and find plan pharmacies near you. You can also learn how to save time and money by visiting Kaiser Permanente pharmacies or refilling most prescriptions by mail. Visit [kp.org/feds](https://kp.org/feds) to learn more and use this tool.

## 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 for U.S. mail delivery. And when you order refills by mail, you get a 100-day supply and pay only two 30-day supply plan pharmacy copays for most drugs.

## Chiropractic without a referral

You can receive up to **20 chiropractic visits per year, without a referral**, with any American Specialty Health (ASH) Plans of California, Inc., participating provider. To find a participating provider, visit [ashlink.com/ash/kp](https://ashlink.com/ash/kp) or call **1-800-678-9133**, Monday through Friday, 5 a.m. to 6 p.m. For TTY, call **711**.

To learn more, see page 12, download our FEHB brochure at [kp.org/feds](https://kp.org/feds), or call **1-855-315-1009**, Monday through Friday, 7 a.m. to 5 p.m. For TTY, call **711**. **Open Season hours:** Monday through Friday, 6 a.m. to 7 p.m.

# Your 2020 benefits at a glance

Benefits and Services		High Option	Standard Option	Basic Option
<b>The benefits and services below are NOT subject to applicable plan deductibles.</b>				
<b>Outpatient services</b> (per visit or procedure)				
Preventive care		\$0	\$0	\$0
Primary care/specialty care office visit		\$15/\$25	\$30/\$40	\$25/\$35
Urgent care		\$15	\$30	\$25
Chiropractic services (up to 20 visits per year)*		\$15	\$15	\$15
<b>Prescription drugs</b> (up to a 30-day supply at plan pharmacies, or up to a 100-day supply for 2 copays through mail order)†				
Generic		\$10	\$15	\$15
Brand-name		\$40	\$50	\$60
Specialty		\$100	\$150	\$200
<b>The benefits and services below may be subject to a deductible, if your plan has one.</b>				
Deductible (2x per family maximum)		None	\$100	\$500
<b>Hospital and facility</b>				
Outpatient surgery		\$50	\$200‡	20%‡
Inpatient hospital care (per admission)		\$250	\$500‡	20%‡
<b>Maternity</b>				
Routine prenatal care visit, first postpartum visit (no deductible)		\$0	\$0	\$0
Delivery (per admission)		\$250	\$500‡	20%‡
<b>Emergency and urgent care</b> (per visit or trip)				
Emergency care		\$100	\$150‡	20%‡
Ambulance		\$50	\$150‡	20%‡
<b>Most X-rays and lab tests</b>				
Out-of-pocket maximum (2x per family maximum)		\$0	\$10‡	20%‡
		\$2,000 per person	\$3,000 per person	\$5,500 per person
<b>Your Premium Share**</b>		<b>High Option</b>	<b>Standard Option</b>	<b>Basic Option</b>
<b>Self Only</b>	Biweekly Non-Postal	\$225.98	\$138.02	\$75.24
	Biweekly Postal Category 1	\$222.70	\$134.74	\$72.23
	Biweekly Postal Category 2	\$212.88	\$124.92	\$62.45
	Monthly Non-Postal	\$489.62	\$299.04	\$163.02
<b>Self Plus One</b>	Biweekly Non-Postal	\$598.13	\$370.53	\$200.12
	Biweekly Postal Category 1	\$591.13	\$363.53	\$193.12
	Biweekly Postal Category 2	\$570.12	\$342.52	\$172.11
	Monthly Non-Postal	\$1,295.95	\$802.82	\$433.59
<b>Self and Family</b>	Biweekly Non-Postal	\$555.78	\$328.18	\$176.06
	Biweekly Postal Category 1	\$548.19	\$320.59	\$169.02
	Biweekly Postal Category 2	\$525.43	\$297.83	\$146.13
	Monthly Non-Postal	\$1,204.19	\$711.06	\$381.46

\*See page 11 for information on chiropractic services.

†Plan providers determine the drug that is medically necessary. If you request another drug, you pay prices charged to members for non-covered drugs. Some drugs may not be eligible for mail-order delivery or mail-order discounts.

‡After deductible.

\*\*These rates do not apply to all enrollees. If you are in a special enrollment category, please contact the agency or Tribal Employer which maintains your health benefits enrollment.

# Ready to enroll with Kaiser Permanente?

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> Higher premiums, but lower copays for most services and prescription drugs.</li> <li>• <b>Standard Option:</b> Lower premiums with a deductible and higher copays and coinsurance for most services and prescription drugs.</li> <li>• <b>Basic Option:</b> Lowest premiums and lower copays for office visits and urgent care services compared to the Standard Option, higher deductible and coinsurance.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Self Only</b> covers you.</li> <li>• <b>Self Plus One</b> covers you and one 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 <b>opm.gov</b> 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> (TTY <b>1-855-887-4957</b>), or <b>retire@opm.gov</b>.</p>

If you qualify for Medicare, or will soon, see page 14 for more information.

## Self Plus One

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. You should decide which enrollment type is best for you.

FEHB enrollees can make changes during Open Season. Outside Open Season, you may be able to change your enrollment if you experience a qualifying life event. To change enrollment types, you must change your enrollment by following Step 3 above.

## Choose the right enrollment code

Enrollment Code	High Option	Standard Option	Basic Option
<b>Self Only</b>	591	594	KC1
<b>Self Plus One</b>	593	596	KC3
<b>Self and Family</b>	592	595	KC2

**Need help?** Call **1-855-315-1009**, Monday through Friday, 7 a.m. to 5 p.m.

**Open Season hours:** Monday through Friday, 6 a.m. to 7 p.m. For TTY, call **711**.

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](http://kp.org/feds) or by calling Member Services.

# Senior Advantage (HMO) for Federal Members

2020 Benefits and Services	High Option		
	Without Medicare	With Medicare	
		Senior Advantage 1	Senior Advantage 2 (includes Part B premium reimbursement)
<b>Deductible</b> (2x per family maximum)	None	None	None
<b>Outpatient services</b> (per visit or procedure)			
Preventive care	\$0	\$0	\$0
Primary care/specialty care	\$15/\$25	\$5	\$10
Most lab tests and X-rays	\$0	\$0	\$0
<b>Hospital and facility</b>			
Outpatient surgery	\$50	\$5	\$50
Inpatient hospital care (per admission)	\$250	\$100	\$250
<b>Emergency and urgent care</b> (per visit or trip)			
Emergency care	\$100	\$75	\$75
Urgent care	\$15	\$5	\$10
Ambulance	\$50	\$50	\$50
<b>Prescription drugs</b> (up to a 100-day supply for 2 copays through mail order)*			
<b>Days' supply at plan pharmacies</b>	<b>Up to 30 days</b>	<b>Up to 100 days</b>	<b>Up to 30 days</b>
Generic	\$10	\$10	\$10
Brand (preferred/nonpreferred)	\$40	\$30	\$40
Specialty	\$100	\$100	\$100
<b>Additional Senior Advantage benefits</b>			
Eyewear allowance	Not covered	\$200 every 24 months	Not covered
Dental (Delta Dental HMO)	Not covered	Included	Not covered
Fitness membership	Not covered	Not covered	Silver&Fit®
Hearing aids for adults	Not covered	Not covered	\$500 allowance every 36 months
Part B premium reimbursement†	\$0	\$0	Up to \$125 every month
<b>Out-of-pocket maximum</b> (2x per family maximum)	\$2,000	\$2,000	\$2,000
<b>Monthly member premium‡</b>			
Self Only		\$489.62	
Self Plus One		\$1,295.95	
Self and Family		\$1,204.19	

\*Plan providers determine the drug that is medically necessary. If you request another drug, you pay prices charged to members for non-covered drugs. Some drugs may not be eligible for mail-order delivery or mail-order discounts. For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days. If not, please call **1-888-218-6245 (TTY 711)**.

†We will not reimburse you for any extra charges added to your standard Medicare Part B premium, such as the Part B Late-Enrollment Penalty or Income-Related Monthly Adjustment Amount.

Standard Option			Basic Option	
Without Medicare	With Medicare		Without Medicare	With Medicare
	Senior Advantage 1	NEW: Senior Advantage 2 (includes Part B premium reimbursement)		Senior Advantage
\$100	None	None	\$500	None
\$0	\$0	\$0	\$0	\$0
\$30/\$40	\$15	\$25	\$25/\$35	\$25
\$10**	\$10	\$10	20%**	\$0
\$200**	\$15	\$25	20%**	\$25
\$500**	\$250	\$500	20%**	\$250 per day up to \$1,000
\$150**	\$75	\$75	20%**	\$75
\$30	\$15	\$25	\$25	\$25
\$150**	\$125	\$150	20%**	\$150
<b>Up to 30 days</b>	<b>Up to 30 days</b>	<b>Up to 30 days</b>	<b>Up to 30 days</b>	<b>Up to 30 days</b>
\$15	\$10	\$10	\$15	\$10
\$50	\$40	\$47	\$60	\$47
\$150	\$150	\$150	\$200	\$200
Not covered	\$150 every 24 months	Not covered	Not covered	\$150 every 24 months
Not covered	Included	Not covered	Not covered	Not covered
Not covered	Not covered	Silver&Fit®	Not covered	Not covered
Not covered	Not covered	Not covered	Not covered	Not covered
\$0	\$0	Up to \$125 every month	\$0	\$0
\$3,000	\$2,000	\$2,000	\$5,500	\$2,000
	\$299.04		\$163.02	
	\$802.82		\$433.59	
	\$711.06		\$381.46	

†These rates do not apply to all enrollees. If you are in a special enrollment category, please contact the agency or Tribal Employer which maintains your health benefits enrollment.

\*\*After deductible.

Silver&Fit® is a federally registered trademark of American Specialty Health, Inc.

## Make the smart switch to Senior Advantage for Federal Members

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### Why Senior Advantage for Federal Members may be right for you

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If you decide to enroll in Senior Advantage for Federal Members, you'll get better benefits than with your FEHB coverage alone.

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### Introducing Standard Senior Advantage 2 for 2020

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High Option and Standard Option members have 2 great Medicare health plan choices:

**Senior Advantage 1:** Lowest copays for most covered services, plus extras like dental coverage and an eyewear allowance.

**Senior Advantage 2:** We reimburse you for the standard Medicare Part B premium you pay – up to \$1,500 each year – and you get lower copays for some services, plus extras like the Silver&Fit<sup>®</sup> fitness program.

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### Basic Option members also get better benefits

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Basic Option members who enroll in Senior Advantage get great benefits, including no deductible, lower costs for most services, and an eyewear allowance.

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### How can you sign up for Senior Advantage for Federal Members?

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To enroll in Senior Advantage for Federal Members, you must have Medicare Parts A and B (or Part B only) and then complete a Senior Advantage Group Election Form and mail it to Kaiser Permanente. If you choose to enroll in Senior Advantage 2, you'll need to provide proof of your Part B premium every year.

We'll enroll you in the plan option that matches the Kaiser Permanente FEHB option you have now. For example, if you're a Kaiser Permanente Standard Option member, you'll be enrolled in Senior Advantage for Federal Members Standard Option. When you become eligible for Medicare, you may be able to change your current plan or option. To learn more about making enrollment changes outside of Open Season:

- Go to [opm.gov/insure](https://opm.gov/insure), or
- Contact your employing agency or retirement office

### We can help you make an easy transition.

For more information, download our brochure, **Your Guide to Choosing a Kaiser Permanente Medicare Health Plan**, at [kp.org/medicare](https://kp.org/medicare). For questions or help with the enrollment process, or to have information sent to you, please call Member Services at **1-800-443-0815 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. To join a Kaiser Permanente Medicare Health Plan, you must reside in the Kaiser Permanente Senior Advantage service area in which you enroll. You must pay the Medicare Part B premium to join a Kaiser Permanente Medicare health plan. Enrolling in Senior Advantage for Federal Members will not affect the benefits you receive through the Federal Employees Health Benefits (FEHB) Program, although the network and other rules of Medicare may apply.

# Quality vision and dental coverage\*

When you join Kaiser Permanente, you get additional discounts and services.

## Eyewear

High Option members get a 25% discount on eyeglasses and contact lenses at Vision Essentials by Kaiser Permanente Optical Centers.

## Dental coverage

You can choose from 2 dental plans to supplement your health coverage:

- Kaiser Permanente Insurance Company (KPIC) and administered by Delta Dental of California. With this plan you have the freedom to see any licensed dentist you choose.
- DeltaCare® USA and administered by Delta Dental. You'll choose a dentist from the DeltaCare USA network with this HMO plan.

Current members call KPIC Dental Insurance Plan at **1-800-835-2244** (group number 09874) or DeltaCare USA at **1-800-422-4234** (group number 71114). You can also view dental plans and enrollment materials at **kp.org/feds**. New dental member? Call us at **1-800-933-9312** for more information. Rates are listed below.

2020 Dental Rates	KPIC	DeltaCare USA	
	Monthly	Monthly	Quarterly
Self Only	\$34.69	\$14.26	\$42.77
Self + 1	\$61.48	\$23.87	\$71.60
Self + 2 or more	\$92.41	\$36.18	\$108.53

\*These benefits are neither offered nor guaranteed under contract with the FEHB Program, but are made available to all enrollees and family members who become members of Kaiser Permanente.

# Locations near you

## What's new in Northern California

### Dublin Medical Offices and Cancer Center

New medical offices in Dublin offering a wide variety of specialty care services, with 24-hour urgent care center, cancer center with comprehensive oncology and infusion services, physical therapy, lab, ob-gyn, and more. Now open.

### Mission Bay Sports Medicine Center

New sports medicine center at our Mission Bay Medical Offices in San Francisco. Offers state-of-the-art equipment and simulated sports rehabilitation environments for soccer, football, baseball, golf, and running. Also provides comprehensive care for diagnosis and treatment of injuries related to sports or recreational activities. Now open.

### Roseville Medical Offices – Riverside

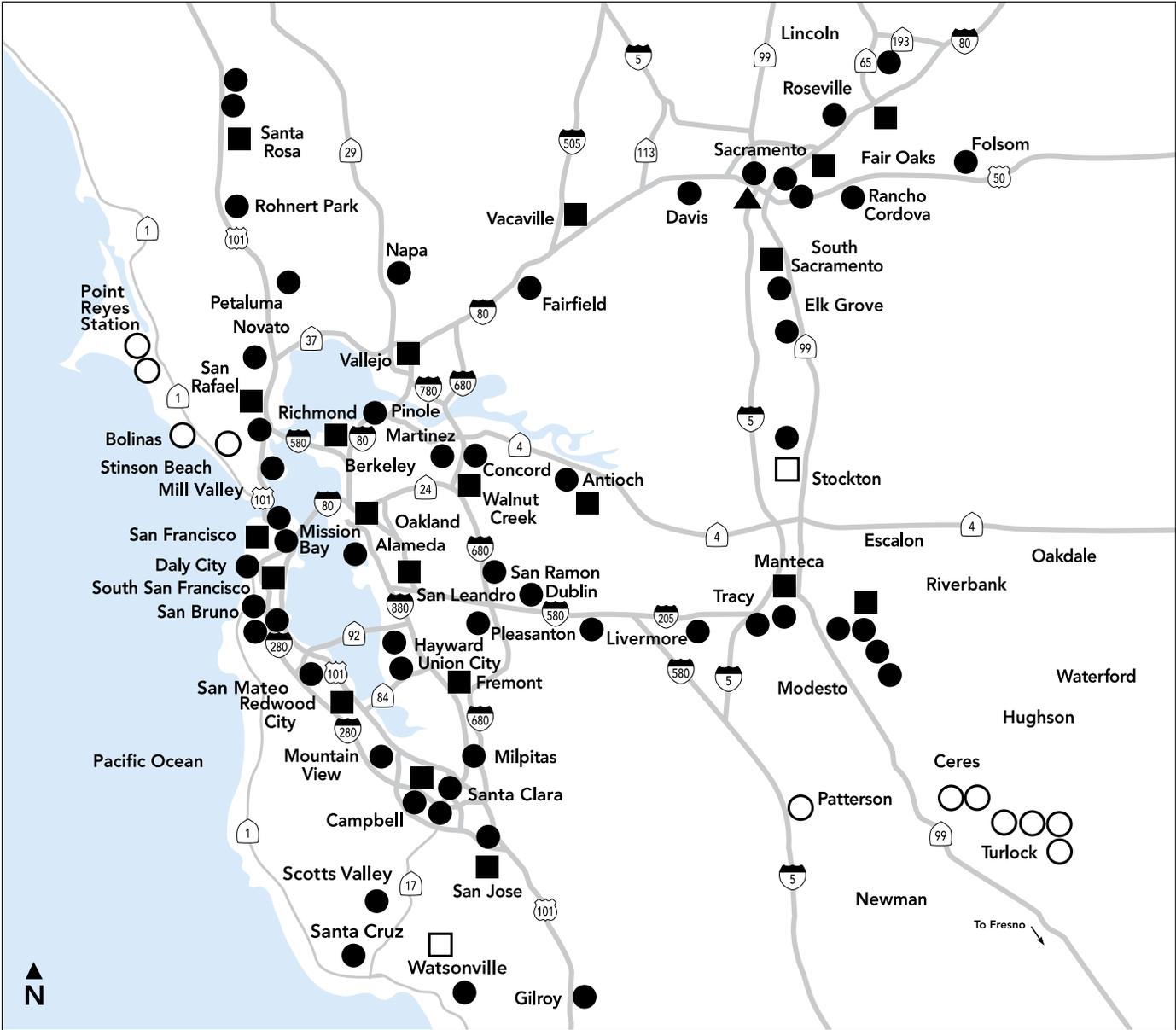
New medical offices in Roseville with adult and family medicine, allergy/immunology, radiology, ophthalmology, and more. Now open.

### Finding the right location

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

- Visit [kp.org/facilities](https://kp.org/facilities) to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.<sup>6</sup>





Map not to scale

- Kaiser Permanente medical centers (hospital and medical offices)
- Kaiser Permanente medical offices
- ▲ Specialty facilities
- Affiliated plan hospitals
- Affiliated medical offices

City	Facility	Address
<b>Alameda County</b>		
Alameda	● Alameda Medical Offices	2417 Central Ave.
Dublin	● Dublin Medical Offices	3100 Dublin Blvd.
Fremont	■ Fremont Medical Center	39400 Paseo Padre Pkwy.
Hayward	● Hayward-Sleepy Hollow Medical Offices	27303 Sleepy Hollow Ave.
Livermore	● Livermore Medical Offices	3000 Las Positas Rd.
Oakland	■ Oakland Medical Center	3600 Broadway
Pleasanton	● Pleasanton Medical Offices	7601 Stoneridge Dr.
San Leandro	■ San Leandro Medical Center	2500 Merced St.
Union City	● Union City Medical Offices	3551 Whipple Rd. 3553 Whipple Rd. 3555 Whipple Rd.
<b>Contra Costa County</b>		
Antioch	■ Antioch Medical Center	4501 Sand Creek Rd.
	● Delta Fair Medical Offices	3400 Delta Fair Blvd.
Martinez	● Martinez Medical Offices	200 Muir Rd.
Pinole	● Pinole Medical Offices	1301 Pinole Valley Rd.
Richmond	■ Richmond Medical Center	901 Nevin Ave.
San Ramon	● San Ramon Medical Offices	2300 Camino Ramon
Walnut Creek	● Park Shadelands Medical Offices	320 Lennon Ln.
	■ Walnut Creek Medical Center	1425 S. Main St.
<b>Marin County</b>		
Bolinas	○ Bolinas Family Practice	88 Mesa Rd.
Mill Valley	● Mill Valley Medical Offices	750 Redwood Hwy., Ste. 1206
Novato	● Novato Medical Offices	97 San Marin Dr.
Point Reyes Station	○ Point Reyes Medical Clinic	3 Sixth St.
	○ West Marin Medical Center	11150 State Rte. 1
San Rafael	■ San Rafael Medical Center	99 Montecillo Rd.
	● Downtown San Rafael Medical Offices - 3rd St.	1033 3rd St.
Stinson Beach	○ Stinson Beach Medical Center	3419 State Rte. 1
<b>Napa County</b>		
Napa	● Napa Medical Offices	3285 Claremont Way 1675 Permanente Way
<b>Placer County</b>		
Lincoln	● Lincoln Medical Offices	1900 Dresden Dr.
Roseville	■ Roseville Medical Center	1600 Eureka Rd.
	● Roseville Medical Offices - Riverside	1001 Riverside Ave.

■ Kaiser Permanente medical centers  
(hospital and medical offices)

● Kaiser Permanente medical offices  
▲ Specialty facilities

□ Affiliated plan hospitals  
○ Affiliated medical offices

City	Facility	Address
<b>Sacramento County</b>		
Elk Grove	● Elk Grove Medical Offices	9201 Big Horn Blvd.
	● Elk Grove Promenade Medical Offices	10305 Promenade Pkwy.
Folsom	● Folsom Medical Offices	2155 Iron Point Rd.
Rancho Cordova	● Rancho Cordova Medical Offices	10725 International Dr.
Sacramento	● Downtown Commons Medical Offices	501 J St.
	● Fair Oaks Boulevard Medical Offices	2345 Fair Oaks Blvd.
	● Point West Medical Offices	1650 Response Rd.
	■ Sacramento Medical Center	2025 Morse Ave.
	▲ Sports Medicine Center	609 L St.
	■ South Sacramento Medical Center	6600 Bruceville Rd.
<b>San Francisco County</b>		
San Francisco	● French Campus Medical Offices	450 6th Ave. 4131 Geary Blvd. 4141 Geary Blvd.
	● Mission Bay Medical Offices	1600 Owens St.
	■ San Francisco Medical Center	2425 Geary Blvd.
<b>San Joaquin County</b>		
Manteca	■ Manteca Medical Center	1777 W. Yosemite Ave.
	● Manteca Medical Offices	1721 W. Yosemite Ave.
Stockton	● Stockton Medical Offices	7373 West Ln.
	□ St. Joseph's Medical Center	1800 N. California St.
Tracy	● Tracy Medical Offices	2185 W. Grant Line Rd.
<b>San Mateo County</b>		
Daly City	● 2001 DC Station Medical Offices	2001 Junipero Serra Blvd. 6th Floor, Ste. 650
	● Daly City Medical Offices	395 Hickey Blvd.
Redwood City	■ Redwood City Medical Center	1100 Veterans Blvd.
San Bruno	● Bayhill Medical Offices	801 and 851 Traeger Ave.
	● San Bruno Medical Offices	901 El Camino Real
	● Sneath Lane Medical Offices	1001 Sneath Lane, Ste. 204 1011 Sneath Lane, 2nd Floor
San Mateo	● San Mateo Medical Offices	1000 Franklin Pkwy.
South San Francisco	■ South San Francisco Medical Center	1200 El Camino Real
<b>Santa Clara County</b>		
Campbell	● Campbell Medical Offices	200 and 220 E. Hacienda Ave.
Gilroy	● Gilroy Medical Offices	7520 Arroyo Circle
Milpitas	● Milpitas Medical Offices	700 and 770 E. Calaveras Blvd. 589 Los Coches St. 611 S. Milpitas Blvd.

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Mountain View	● Mountain View Medical Offices	555 Castro St. 565 Castro St.
San Jose	■ San Jose Medical Center	250 Hospital Pkwy.
	● Skyport Medical Offices	1717 Technology Dr.
Santa Clara	● Santa Clara Arques Medical Offices	1263 E. Arques Ave.
	■ Santa Clara Medical Center	700 Lawrence Expwy.
	● Santa Clara Medical Offices	710 Lawrence Expwy.
<b>Santa Cruz County</b>		
Santa Cruz	● Santa Cruz Medical Offices	115 Locust St.
Scotts Valley	● Scotts Valley Medical Offices	5615 Scotts Valley Dr.
Watsonville	● Watsonville Medical Offices	1931 Main St.
	□ Watsonville Community Hospital	75 Nielson St.
<b>Solano County</b>		
Fairfield	● Fairfield Medical Offices	1550 Gateway Blvd.
Vacaville	■ Vacaville Medical Center	1 Quality Dr.
Vallejo	■ Vallejo Medical Center	975 Sereno Dr.
<b>Sonoma County</b>		
Petaluma	● Petaluma Medical Offices	3900 Lakeville Hwy.
Rohnert Park	● Rohnert Park Medical Offices	5900 State Farm Dr.
Santa Rosa	■ Santa Rosa Medical Center	401 Bicentennial Way
	● Santa Rosa Medical Offices	3925 Old Redwood Hwy. 3975 Old Redwood Hwy.
	● Mercury Way Medical Offices	2240 Mercury Way
<b>Stanislaus County</b>		
Modesto	● Bangs Avenue Medical Offices	4125 Bangs Ave.
	● Dale Road Medical Offices	3800 Dale Rd.
	■ Modesto Medical Center	4601 Dale Rd.
	● Modesto Medical Offices	4601 Dale Rd.
	● Standiford Avenue Medical Offices	1320 Standiford Ave.
Patterson	○ First Care Medical Center	101 N. 3rd St.
Turlock	○ Rodney Avilla, DO	2101 Geer Rd., Ste. 303
	○ Jagmohan Bhinder, MD	1860 Colorado Ave.
	○ Maryam Esho, MD	1729 N. Olive Ave., Ste. 7
	○ Nirbhai Hundal, MD	1516 Colorado Ave.
	○ Puliadi Kumar, MD	1110 Delbon Ave.
	○ Turlock Pediatric Medical Group	1100 Delbon Ave.
<b>Yolo County</b>		
Davis	● Davis Medical Offices	1955 Cowell Blvd.

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- <sup>1</sup>When appropriate and available.
- <sup>2</sup>These features are available when you get care at Kaiser Permanente facilities.
- <sup>3</sup>Kaiser Permanente improved blood pressure control in our black/African-American members with hypertension, raised colorectal cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS<sup>®</sup> measures are updated quarterly in the interregional CORE Datamart.
- <sup>4</sup>Kaiser Permanente 2018 HEDIS<sup>®</sup> scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass<sup>®</sup> and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2018 and is used with the permission of NCQA. Quality Compass 2018 includes certain CAHPS<sup>®</sup> data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass<sup>®</sup> and HEDIS<sup>®</sup> are registered trademarks of NCQA. CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality.
- <sup>5</sup>As a Kaiser Permanente member, you and your enrolled spouse (age 18 and over) are eligible to earn up to \$75 each in rewards. We will send you a Kaiser Permanente Health Payment Card 4 to 6 weeks after you complete your first activity, then load additional rewards when you complete your second activity. You must keep your card for use throughout the year and use rewards to pay qualified medical expenses by March 31 of the next calendar year. Go to [kp.org/feds](http://kp.org/feds) to learn more and get started.
- <sup>6</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](http://kp.org).
- <sup>7</sup>If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your **Evidence of Coverage** or other coverage documents.
- <sup>8</sup>An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.
- <sup>9</sup>If you get care at a CVS MinuteClinic, you'll be charged your standard copay or coinsurance. This includes Medi-Cal members. Medicaid members and patients from all other regions are not eligible.
- <sup>10</sup>This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

This is a summary of the features of the Kaiser Permanente health plan. Before making a final decision, please read the plan's Federal brochure (73-003). All benefits are subject to the definitions, limitations, and exclusions set forth in the Federal brochure. The services listed on page 7 ("Healthy resources," except "Health classes") and on page 17 (eyewear and dental coverage) are neither offered nor guaranteed under contract with the FEHB Program, but are made available to all enrollees and family members who become members of Kaiser Permanente. This plan's RI brochure is available on the internet at [kp.org/feds](http://kp.org/feds). A paper copy is also available, at no charge, by calling **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY, call **711**.

**Notice of Summary of Benefits and Coverage (SBC): Availability of Summary Health Information** 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](http://kp.org/feds). A paper copy is also available, at no charge, by calling **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY, call **711**. To find out more information about plans available under the FEHB Program, including SBCs for other FEHB plans, please visit [opm.gov/insure](http://opm.gov/insure).

# 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.

## Not a member yet?

For more information, visit [kp.org/feds](https://kp.org/feds) or call **1-855-315-1009**, Monday through Friday, 7 a.m. to 5 p.m.

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



**Kaiser Foundation Health Plan, Inc.**  
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