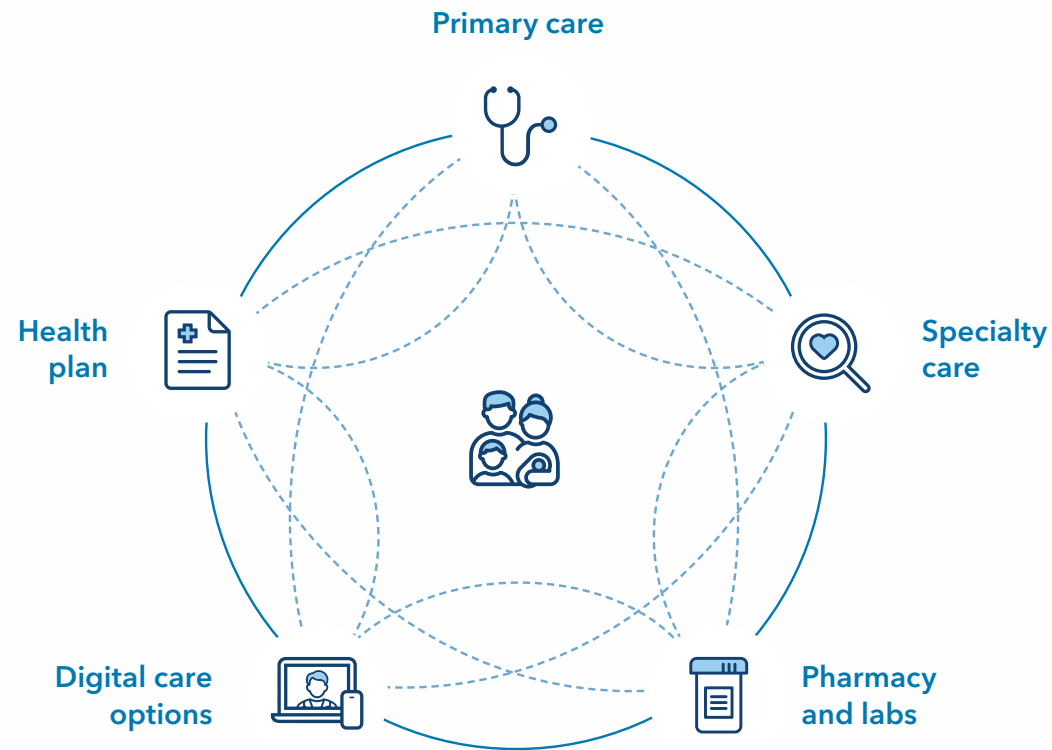


Find your healthy place

With care designed to help you thrive





Connected care makes your life easier

We combine care and coverage – which makes us different than your other health care options. Your doctors, hospitals, and health plan work together to make getting the right care more convenient. Your care meets you where you are, because it’s centered around you.

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 feels easier and faster, with the help of connected caregivers, more ways to get care at home or on the go, and support for your total health. Welcome to care that fits your life.

Let’s get started

A better experience from the start	4
Quality care with you at the center	5
Great care, great results	6
Convenient ways to get care	7
Healthy resources	8
Care where and when you need it	9

What you need to know for 2021

Featured benefits	10
Choosing and enrolling in the right FEHB option	11
Your 2021 benefits at a glance	12
Here’s what you’ll pay	13
Get more with a Kaiser Permanente Medicare health plan	14
Quality vision and dental coverage	20
Locations near you	22



To sign up, contact your employer or call us at **1-855-366-8994 (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. Learn more at kp.org/feds.



A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need in no time.

Ready to get started? Visit kp.org/newmember.



Choose a doctor who's right for you

Our online doctor profiles at kp.org/facilities 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 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, get a lab test, and pick up prescriptions – 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? Want your prescription refill mailed to your home? 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.

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 are 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
- Improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer¹



You can get an idea of what you'll pay before you come in for care at kp.org, with personalized estimates based on your plan details.



Feel the healthy change – every step of the way

Have questions about joining Kaiser Permanente? We're here to help. Call us at **1-855-366-8994** (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.

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, mental health, and substance use 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 2019, Kaiser Permanente led the nation as the top performer in 26 effectiveness-of-care measures – the most of any health plan.²

These measures include:

- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Mental health
- Maternity care

Convenient ways to get care

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



Video

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online.^{3,4} Ask your doctor if video visits are available to you.



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 clinician.^{3,4}



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.

Other ways to get care in the moment



E-visit

Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente provider.



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.⁴ You'll get a response usually within 2 business days, if not sooner.



App

Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.^{4,5} You can also keep up with your care at [kp.org](https://www.kp.org).



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

Healthy resources

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

Get the most out of your membership perks

Healthy rewards



Take simple steps to improve your well-being and earn up to \$150 to pay for qualified medical expenses.⁶ 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.

Help to quit smoking



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

Complementary health and fitness programs⁷



Enjoy reduced rates on services that can help you stay healthy – like gym memberships, acupuncture and massage therapy, and chiropractic care

Self-care apps^{7,8}



Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, available at no cost to adult members. Visit kp.org/selfcareapps.

Healthy lifestyle programs⁷



Connect to better health with online programs to help you lose weight, reduce stress, and more – all at no cost. Learn more at kp.org/healthylifestyles.

Personal wellness coaching⁷



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.

Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and 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. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities.

We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.⁹ 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/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.⁵



Getting care anytime, anywhere

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

Urgent care¹⁰

Many Kaiser Permanente facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.⁹ When you're in a state without Kaiser Permanente providers, you can get urgent care at the nearest MinuteClinic[®] or urgent care facility.

Emergency care

If you ever need emergency care, you're covered anywhere in the world.¹¹

Care while traveling

You can get routine care at any Kaiser Permanente location in another region. You can also get outpatient care and outpatient follow-up care outside of Kaiser Permanente service areas through the FEHB travel benefit.

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line¹² at **951-268-3900** or visit kp.org/travel.

Featured benefits

Stay connected to your care team



With Kaiser Permanente, it's easy to stay connected to your care team and to stay on top of your health – when and where it works for you. See page 7 for many convenient ways to communicate with your doctor and other caregivers about your health, from video visits and telephone appointments to emailing your doctor's office with nonurgent questions.

With our online and remote options, you'll get the same high-quality care you'd get in person. Your entire care team is connected to your electronic health record, so they always work together to give you care that's personalized to meet your needs.

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 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 2 30-day-supply plan pharmacy copays for most drugs.

Get chiropractic services without a referral



You can get 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 or call **1-800-678-9133**, Monday through Friday, 5 a.m. to 6 p.m. For TTY, call **711**.

Which plan option is right for you?

1. Choose an option.

High Option

- No deductible
- Lowest copays for services and prescription drugs

Best option if you:

- Anticipate frequent care visits
- Want predictable and low out-of-pocket costs

Standard Option

- Great balance of low premiums and affordable copays
- No deductible

Best option if you:

- Want a lower premium and predictable out-of-pocket costs

2. Select the type of enrollment you want.

- **Self Only** covers you.
- **Self Plus One** covers you and one eligible family member.
- **Self and Family** covers you and all eligible family members.

3. Sign up online or call.

Find your enrollment code in the chart on page 13. Then visit opm.gov to enroll online or contact your employing agency or retirement office for next steps and other information. Annuitants can contact the Retirement Information Center at **1-888-767-6738** (TTY **1-855-887-4957**), or retire@opm.gov.

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

Changing your enrollment type



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.

These are highlights of the FEHB enrollment process. Please refer directly to 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 or by calling Member Services.

Your 2021 benefits at a glance

Benefits and Services	High Option	Standard Option
Deductible	None	None
Outpatient services		
Preventive care	\$0	\$0
Telehealth ³	\$0	\$0
Primary care office visit	\$15	\$30
Specialty care office visit	\$25	\$40
Laboratory tests	\$0	\$10
X-rays	\$0	\$10
Chiropractic services* – 20 visits per year	\$15	\$15
Maternity		
Routine prenatal care and postpartum visit	\$0	\$0
Delivery	\$250	\$500
Hospital services		
Outpatient surgery	\$50	\$200
Inpatient hospital	\$250	\$500
Emergency and urgent care		
Urgent care	\$15	\$30
Emergency care	\$100	\$150
Ambulance	\$50	\$150
Prescription drugs		
Generic	\$10	\$15
Brand-name	\$40	\$50
Specialty	\$100	\$150
Out-of-pocket Maximum	\$2,000	\$3,000

*See page 10 for information on chiropractic services.

Notes:

- Telehealth options include video, phone, email, and more. See page 7, "Convenient ways to get care."
- Prescription drug copays are for a 30-day supply at Kaiser Permanente pharmacies. You pay only 2 copays for up to a 100-day supply for most drugs through Kaiser Permanente's mail-order program.
- Out-of-pocket maximum amounts are per person, but no more than 2 times per family.

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 (RI 73-822). All benefits are subject to the definitions, limitations, and exclusions set forth in the Federal brochure.

Here's what you'll pay


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

Your Premium Share		High Option	Standard Option
Self Only	Biweekly Non-Postal	\$104.66	\$54.63
	Biweekly Postal Category 1	\$101.30	\$52.44
	Biweekly Postal Category 2	\$91.24	\$45.34
	Monthly Non-Postal	\$226.77	\$118.36
Self Plus One	Biweekly Non-Postal	\$282.77	\$126.25
	Biweekly Postal Category 1	\$275.58	\$121.20
	Biweekly Postal Category 2	\$254.02	\$104.79
	Monthly Non-Postal	\$612.67	\$273.55
Self and Family	Biweekly Non-Postal	\$237.98	\$126.25
	Biweekly Postal Category 1	\$230.17	\$121.20
	Biweekly Postal Category 2	\$206.75	\$104.79
	Monthly Non-Postal	\$515.62	\$273.55

Choose the right enrollment code

Enrollment Code	High Option	Standard Option
Self Only	621	624
Self Plus One	623	626
Self and Family	622	625

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.

Need help? Call **1-855-366-8994**, 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**.

Get more with a Kaiser Permanente Medicare health plan

Why choose a Kaiser Permanente Medicare health plan for FEHB members?

As a Kaiser Permanente member, you can enhance your FEHB benefits by enrolling in a Kaiser Permanente Senior Advantage for Federal Members (HMO) plan.¹³ You keep your FEHB coverage, but will pay lower copayments and get additional benefits.

You must have Part B to enroll in Senior Advantage. **New for 2021:** High and Standard Option members will be reimbursed up to **\$3,000** per year (**\$250** per month) for the Medicare Part B premium. This covers what most people pay.



For more information on our Kaiser Permanente Medicare health plans, visit kp.org/feds.

What Senior Advantage plans are available to FEHB members?

If you are a High or Standard Option member, you have 2 great choices:

- **Senior Advantage 1** has lower cost-sharing and is a great choice for people who anticipate receiving care often or want to know they will pay lower cost-sharing should they need care.
- **Senior Advantage 2** will reimburse you for the Part B premium you pay, plus you get extra benefit like the Silver&Fit® fitness program. People who don't anticipate receiving care often should choose Senior Advantage 2.

By enrolling in Senior Advantage, you get the additional benefits summarized below. See chart on page 18-19 for details.

Senior Advantage 1	Senior Advantage 2
<ul style="list-style-type: none"> • Lower copayments for primary and specialty care office visit, outpatient surgery, inpatient hospital care, emergency, urgent care and brand-name prescription drugs • Up to a 100-day supply of most prescription drugs for 1 copay at Plan pharmacies or through mail order (High Option) • Eyewear allowance of \$200 (High Option) or \$150 (Standard Option) every 24 months • Dental coverage through DeltaCare® USA with no added premium 	<ul style="list-style-type: none"> • Up to \$3,000 reimbursement per year (\$250 per month) for the Medicare Part B premium you pay • Lower copayments for primary and specialty care office visits, emergency and urgent care • Lower copayments for inpatient hospital, outpatient surgery and brand-name prescription drugs (Standard Option) • \$500 allowance per ear for hearing aids every 36 months (High Option) • Membership in Silver&Fit® fitness program at no extra charge

Enrolling in Medicare

Here's what you need to know about enrollment periods and when you can sign up for Medicare.



Initial Enrollment Period

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65.



General Enrollment Period

If you don't sign up for Part B when you're first eligible, you can sign up between January 1 and March 31 each year, for a July 1 effective date. Your coverage won't start until July 1 of that year, and you may have to pay a higher Part B premium for late enrollment.



Special Enrollment Period (SEP)

If you continue to work past age 65 and you delayed your enrollment in Medicare Parts A and B, you can sign up during SEP. You have up to 8 months from the date you retired to enroll in Medicare Parts A and B to avoid a late enrollment penalty.

When can I enroll in a Kaiser Permanente Medicare health plan?

FEHB members who have Medicare Parts A and B and who live in our Medicare health plan service area can enroll in Senior Advantage on the first of any month.

What's next?



To learn more about Medicare benefits and eligibility, call Social Security at **1-800-772-1213** (TTY **1-800-325-0778**), Monday through Friday, 8 a.m. to 7 p.m. If you're ready to enroll in a Kaiser Permanente Medicare health plan for Federal Members, or have questions, call our Kaiser Permanente Medicare specialists at **1-877-297-0570** (TTY **711**), Monday through Friday, 8 a.m. to 8 p.m. We'll be happy to answer your questions and walk you through the enrollment process.

Senior Advantage (HMO) for Federal Members

Enrolling in Senior Advantage for Federal Members does not change your FEHB premium. See page 13 for your premium share.

2021 Benefits and Services	High Option		
	Without Medicare	With Medicare	
		Senior Advantage 1	Senior Advantage 2
Deductible	None	None	None
Outpatient services			
Preventive care	\$0	\$0	\$0
Telehealth ³	\$0	\$0	\$0
Primary care office visit	\$15	\$5	\$10
Specialty care office visit	\$25	\$5	\$10
Most lab tests and X-rays	\$0	\$0	\$0
Chiropractic – 20 visits per year	\$15	\$15	\$15
Hospital and facility			
Outpatient surgery	\$50	\$5	\$50
Inpatient hospital	\$250	\$0	\$250
Emergency and urgent care			
Urgent care	\$15	\$5	\$10
Emergency care	\$100	\$75	\$75
Ambulance	\$50	\$50	\$50
Prescription drugs*			
Generic	\$10	\$10	\$10
Brand	\$40	\$30	\$40
Specialty	\$100	\$100	\$100
Additional Senior Advantage benefits			
Eyewear allowance (every 24 months)	Not covered	\$200	Not covered
Dental	Not covered	Included	Not covered
Fitness membership	Not covered	Not covered	Silver&Fit [†]
Hearing aid allowance for adults (per ear, every 36 months)	Not covered	Not covered	\$500
Part B reimbursement	None	None	Up to \$250 per month
Out-of-pocket Maximum	\$2,000	\$2,000	\$2,000

Notes:

- Telehealth options include video, phone, email, and more. See page 7, "Convenient ways to get care."
- Copays are for a 30-day supply, or 100-day supply for High Option Senior Advantage 1, at Kaiser Permanente pharmacies. You pay only 2 copays for up to a 100-day supply for most drugs through Kaiser Permanente's mail-order program.
- Out-of-pocket maximum amounts are per person, but no more than 2 times per family.

2021 Benefits and Services	Standard Option		
	Without Medicare	With Medicare	
		Senior Advantage 1	Senior Advantage 2
Deductible	None	None	None
Outpatient services			
Preventive care	\$0	\$0	\$0
Telehealth ³	\$0	\$0	\$0
Primary care office visit	\$30	\$15	\$20
Specialty care office visit	\$40	\$15	\$30
Most lab tests and X-rays	\$10	\$10	\$10
Chiropractic – 20 visits per year	\$15	\$15	\$15
Hospital and facility			
Outpatient surgery	\$200	\$15	\$150
Inpatient hospital	\$500	\$250	\$350
Emergency and urgent care			
Urgent care	\$30	\$15	\$20
Emergency care	\$150	\$75	\$100
Ambulance	\$150	\$125	\$150
Prescription drugs*			
Generic	\$15	\$10	\$15
Brand	\$50	\$40	\$45
Specialty	\$150	\$150	\$150
Additional Senior Advantage benefits			
Eyewear allowance (every 24 months)	Not covered	\$150	Not covered
Dental	Not covered	Included	Not covered
Fitness membership	Not covered	Not covered	Silver&Fit [†]
Hearing aid allowance for adults (per ear, every 36 months)	Not covered	Not covered	Not covered
Part B reimbursement	None	None	Up to \$250 per month
Out-of-pocket Maximum	\$3,000	\$2,000	\$2,500

* 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 3-5 days. If not, please call **1-866-206-2983** (TTY **711**). † Silver&Fit[®] is a federally registered trademark of American Specialty Health, Inc.

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.

2021 Dental Rates	KPIC		DeltaCare USA	
	Monthly	Monthly	Monthly	Quarterly
Self Only	\$35.38	\$14.26		\$42.77
Self + 1	\$62.71	\$23.87		\$71.60
Self + 2 or more	\$94.26	\$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

Clairemont Mesa Medical Offices

Relocation of this facility includes primary and specialty care, allergy, dermatology, family medicine residency program, family medicine, internal medicine, laboratory, nurse clinic, pediatric endocrinology/diabetes clinic, pediatric John Richards Learning Center, pediatrics, pharmacy, radiology/diagnostic imaging, and Vision Essentials (optometry/optical center). Scheduled to open summer 2020.

Playa Vista Medical Offices

Relocation of this facility includes adult primary care, Center for Healthy Living, complete care nurse clinic, laboratory, mammography, behavioral health, obstetrics/gynecology, occupational health, pediatrics, pharmacy, and radiology. Scheduled to open July 2020.

Aliso Creek Medical Offices

Relocation of this facility includes primary and specialty care. Scheduled to open early 2021.

Hesperia Medical Offices

New medical office with primary and specialty care. Scheduled to open early 2021.

Downey Medical Center

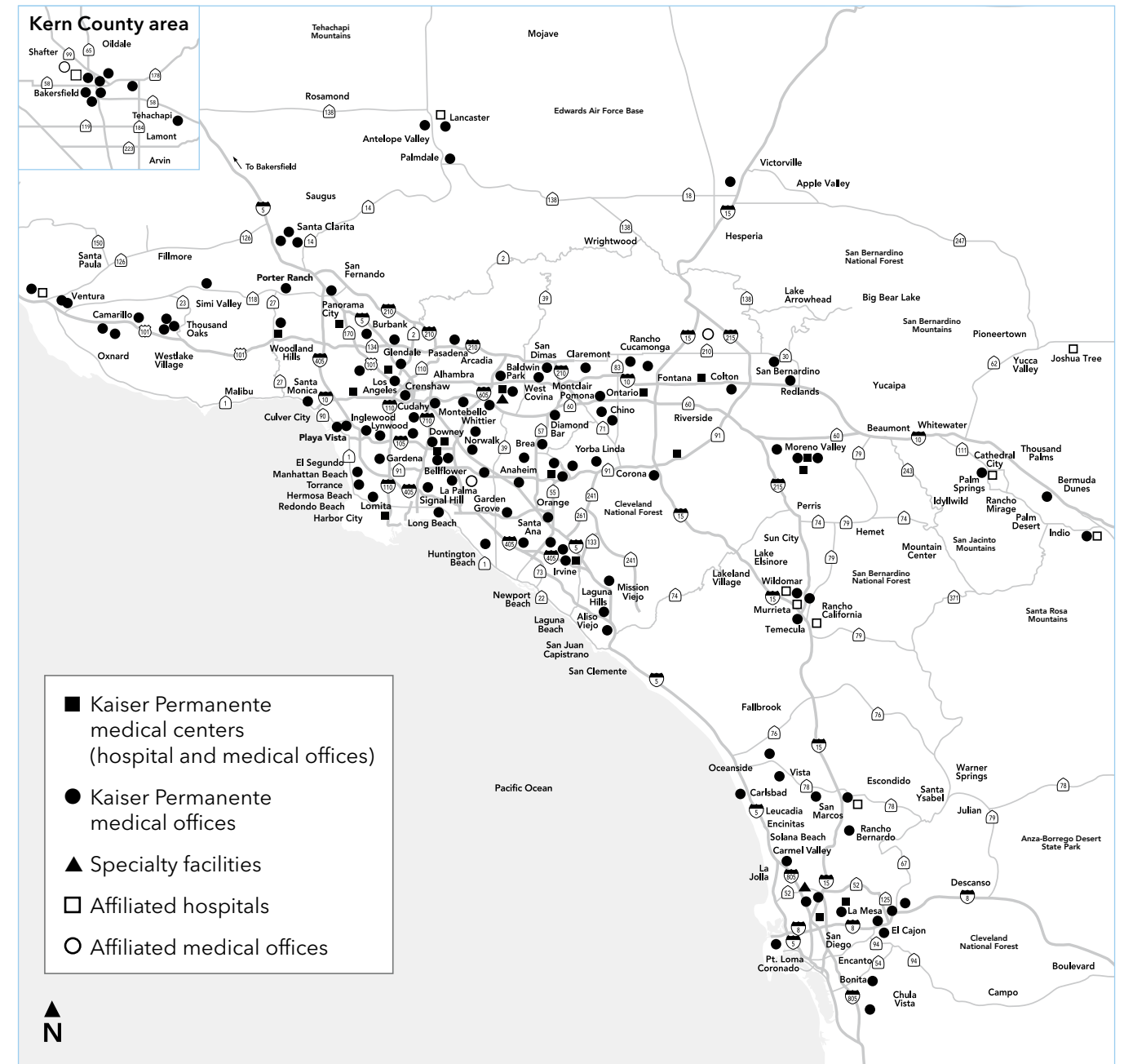
Expansion of existing hospital tower and its services. Scheduled to open spring 2021.

Covina Medical Offices

New facility with adult primary care, mental health, speech therapy, nurse clinic, obstetrics/gynecology, pediatrics, pharmacy, and radiology. Scheduled to open late 2021.



Clairemont Mesa Medical Offices, San Diego



Maps not to scale

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://www.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.⁵

City	Facility	Address
Kern County		
Bakersfield	● Central Medical Offices	3733 San Dimas St.
	● Chester Avenue Medical Offices	2531 Chester Ave.
	● Chester Avenue Medical Offices II	2620 Chester Ave.
	● Coffee Road Medical Offices	4801 Coffee Rd.
	● Discovery Plaza Medical and Administrative Offices	1200 Discovery Dr.
	● East Hills Medical Offices	3700 Mall View Rd.
	● Ming Medical Offices	8800 Ming Ave.
	☐ San Joaquin Community Hospital – Emergency services*	2615 Chester Ave.
	● Stockdale Medical Offices	3501 Stockdale Hwy.
Tehachapi	● Tehachapi Medical Offices	1100 W. Tehachapi Blvd.
Los Angeles County		
Baldwin Park	■ Baldwin Park Medical Center	1011 Baldwin Park Blvd.
Bellflower	● Bellflower Medical Offices	9400 E. Rosecrans Ave.
	● Rosecrans Medical Offices	9333 E. Rosecrans Ave.
Carson	● Carson Medical Offices	18600 S. Figueroa St.
Cerritos	● Cerritos Medical Offices	10820 E. 183rd St.
City of Industry	● Crossroads Medical Offices	12801 Crossroads Pkwy. S.
Claremont	● Indian Hill Medical Offices	250 W. San Jose St.
Cudahy	● Cudahy Medical Offices	7825 Atlantic Ave.
Culver City	● Playa Vista Medical Offices	5620 Mesmer Ave.
Diamond Bar	● Diamond Bar Medical Offices	1336 Bridgegate Dr.
Downey	■ Downey Medical Center	9333 E. Imperial Hwy.
	● Garden Medical Offices	9353 E. Imperial Hwy.
	● Orchard Medical Offices	9449 E. Imperial Hwy.
Gardena	● Gardena Medical Offices	15446 S. Western Ave.
Glendale	● Glendale Medical Offices	444 W. Glenoaks Blvd.
	● Glendale Orange Street Medical Offices	501 N. Orange St.
Harbor City	■ South Bay Medical Center	25825 S. Vermont Ave.
Inglewood	● Inglewood Medical Offices	110 N. La Brea Ave.
Irwindale	● Irwindale Medical Offices	12761 Schabarum Ave.
Lancaster	☐ Antelope Valley Hospital – Emergency services*	1600 W. Avenue J
	● Antelope Valley Medical Offices	615 W. Avenue L
	● Lancaster Medical Offices	43112 N. 15th St. W.
	● Women’s Health Office (Ob-Gyn)	44105 15th St. W.

City	Facility	Address
Lomita	● Lomita Medical Offices	2081 Palos Verdes Dr.
Long Beach	● Long Beach Medical Offices	3900 E. Pacific Coast Hwy.
Los Angeles	● Baldwin Hills–Crenshaw Medical Offices	3782 W. Martin Luther King Jr. Blvd.
	● Culver Marina Medical Offices	12001 W. Washington Blvd.
	● Downtown Los Angeles Hope Street Medical Offices	333 S. Hope St.
	● East Los Angeles Medical Offices	5119 E. Pomona Blvd.
	■ Los Angeles Medical Center	4867 W. Sunset Blvd.
	● Playa Vista Medical Offices	5300 McConnell Ave.
	● South Los Angeles Medical Offices	1550 W. Manchester Ave.
	■ West Los Angeles Medical Center	6041 Cadillac Ave.
Lynwood	● Lynwood Medical Offices	3830 Martin Luther King Jr. Blvd.
Manhattan Beach	● Manhattan Beach Medical Offices	400 S. Sepulveda Blvd.
Mission Hills	● Mission Hills Medical Offices	11001 Sepulveda Blvd.
Montebello	● Montebello Medical Offices	1550 Town Center Dr.
North Hollywood	● North Hollywood Medical Offices	5250 Lankershim Blvd.
Norwalk	● Norwalk Medical Offices	12501 E. Imperial Hwy.
Palmdale	● Palmdale Medical Offices	4502 E. Avenue S
Panorama City	■ Panorama City Medical Center	13651 Willard St.
Pasadena	● Pasadena Medical Offices	3280 E. Foothill Blvd.
Porter Ranch	● Porter Ranch Medical Offices	20000 Rinaldi St.
San Dimas	● San Dimas Medical Offices	1255 W. Arrow Hwy.
Santa Clarita	● Canyon Country Medical Offices	26415 Carl Boyer Dr.
	● Santa Clarita Medical Offices	27107 Tourney Rd.
	● Santa Clarita Medical Offices 2	26877 Tourney Rd.
Santa Monica	● Santa Monica Medical Offices	1450 10th St., 2nd Floor
Signal Hill	● Signal Hill Medical Offices	845 E. Willow St.
Torrance	● Torrance Medical Offices	20790 Madrona Ave.
West Covina	● West Covina Medical Offices	1249 S. Sunset Ave.
Whittier	● Whittier Medical Offices	12470 E. Whittier Blvd.
Woodland Hills	● Erwin Street Medical Offices	21263 Erwin St.
	■ Woodland Hills Medical Center	5601 De Soto Ave.

*Affiliated plan facilities provide selected inpatient and/or outpatient hospital and emergency services.

■ Kaiser Permanente medical centers (hospital and medical offices) ● Kaiser Permanente medical offices ☐ Affiliated plan hospitals (hospital and medical offices) ▲ Specialty facilities ○ Affiliated medical offices

1. 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® measures are updated quarterly in the interregional CORE Datamart. 2. Kaiser Permanente 2019 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® 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 2019 and is used with the permission of NCQA. Quality Compass 2019 includes certain CAHPS® 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® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. 3. When appropriate and available. 4. These features are available when you get care from Kaiser Permanente facilities. 5. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. 6. We will send you a Kaiser Permanente health payment card 4 to 6 weeks after you complete your first activity. We will load rewards when you complete activities, so keep the card until it expires. Rewards you earn during a plan year can be used to pay for qualified medical expenses through March 31 of the following year. Go to kp.org/feds to learn more and get started. 7. 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. 8. 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. 9. In the case of a pandemic, some facilities may be closed or offer limited hours and services. 10. 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. 11. If you believe you have an emergency medical condition, call **911** or go to the nearest hospital. For a definition of emergency, see Section 5(d) of your FEHB brochure. 12. 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 United States. 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. 13. Includes Medicare Parts A, B & D in a single plan.

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 (RI 73-822). All benefits are subject to the definitions, limitations, and exclusions set forth in the Federal brochure. The services listed on page 8 ("Healthy resources") and on page 20 (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. 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. 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.

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 Medicare health plan service area in which you enroll. Enrolling in a Kaiser Permanente Medicare health plan 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. FEHB Program coverage is described in FEHB brochure RI 73-822. You can enroll in Kaiser Permanente Medicare health plan for Federal Members if you have Medicare Part B and are an FEHB Kaiser Permanente member.

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.

Care is just a click away with convenient online tools

Already a member?

Manage your care online anytime at **kp.org**. If you haven't already, go to **kp.org/registernow** so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.

Not a member yet?

For more information, visit **kp.org/feds** or call **1-855-366-8994**, Monday through Friday, 7 a.m. to 5 p.m.

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

Once you join ...

Visit **kp.org/newmember** to get started. It's easy to register at **kp.org**, choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call.



Care near where you live and work

You're free to see different doctors at different locations. Browse your convenient care options at **kp.org/facilities**.

Kaiser Foundation Health Plan, Inc.

1950 Franklin St.

Oakland, CA 94612