

# Health care that just works



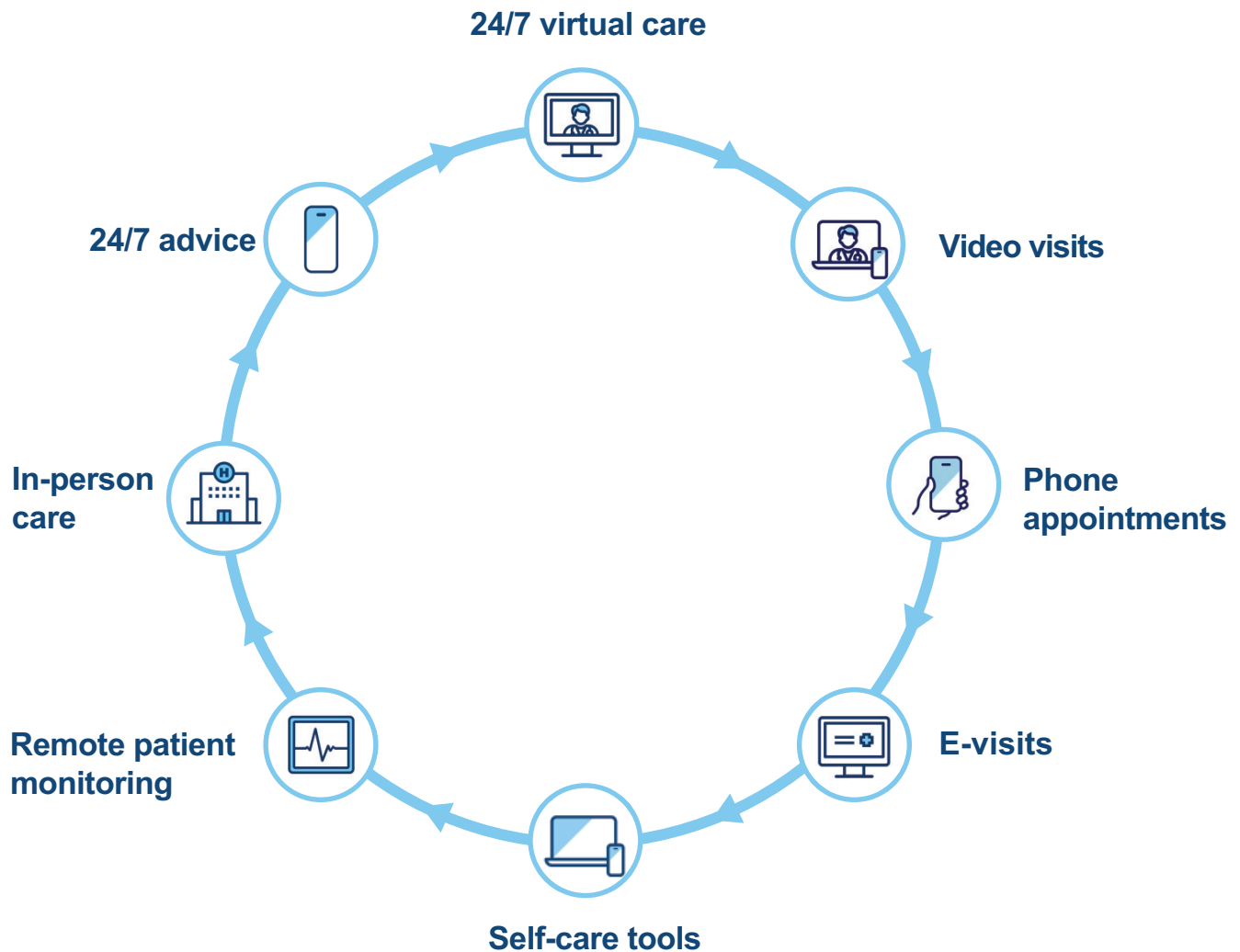
Get started at [kpnwenroll.org](https://kpnwenroll.org)



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.  
500 NE Multnomah St., Suite 100, Portland, OR 97232

# Experience simpler, smarter health care

When all your needs are handled  
under one plan, you get:



# Combined care and coverage is everything

Your doctors, hospitals, and health plan benefits should work together to give you exceptional care, when and where you need it.

From preventive, primary, and virtual care to pharmacy, labs, and mental health support – we put it all together to make your health care work for you.

That's why members stay with Kaiser Permanente nearly twice as long as other health plans.\*



Discover how we can help you live your best life at **[kpnwenroll.org](https://kpnwenroll.org)**.

\*Kaiser Permanente internal data, 2024; Hanming Fang, PhD, et al., "Trends in Disenrollment and Reenrollment Within US Commercial Health Insurance Plans, 2006-2018," *JAMA Network Open*, February 24, 2022.



“ Have had Kaiser for years and love the care I received. Their knowledge and support has been incredible. ”

—Pamela, Kaiser Permanente Member





# Chase Gardens Medical Office

Your health and well-being are important to us. That's why Kaiser Permanente Chase Gardens Medical Office is continuing to expand its services with more doctors and appointment availability.

Get convenient care under one roof:

- Primary care
- Behavioral health care
- Lab services
- Imaging
- Pharmacy services



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## Valley River Dental

With Kaiser Permanente's coordinated medical and dental care and coverage, it can be simpler to take care of your total health. Members with a Kaiser Permanente dental plan may visit the conveniently located Kaiser Permanente Valley River Dental Office.

Learn more at [kp.org/dental](https://kp.org/dental).



For a list of our most current locations, please visit [kp.org/locations](https://kp.org/locations).



# Care that's centered around you

## For the you who wants comprehensive, convenient care

As a Kaiser Permanente member, you choose where you want to get care – through our Kaiser Permanente Chase Gardens Medical Office or from our affiliate network of contracted providers.

## Affiliate network providers

We are proud to partner with many local providers, including:

### Primary and routine care

- PeaceHealth
- Orchid Health
- Journey Family Medicine
- BestMed

### Pediatrics (under 5 years old)

- PeaceHealth
- Eugene Pediatrics
- BestMed

### Urgent care

- PeaceHealth
- PeaceHealth Immediate Primary and Urgent Care
- BestMed Urgent Care

### Hospitals for emergency care

For a medical or mental health emergency, call 911 or go to the nearest hospital.

### Specialists\*

- Slocum Center for Orthopedics & Sports Medicine
- Pacific Women's Center
- Women's Care
- The NeuroSpine Group
- Willamette Valley Cancer Institute
- Vista Counseling & Wellness Center
- Center for Family Development
- Options Counseling and Family Services
- And more

### Vision

- Drs. Fine, Hoffman & Sims, LLC
- Eugene Eye Care Associates
- Eugene Eye Clinic – Spectacle Shop
- Eugene Eye Care Associates, PC
- Eyes of the World Optical
- Oregon Eye Consultants
- Pacific ClearVision Institute
- Sterling Vision



Go to **[kp.org/locations](https://kp.org/locations)** to see a complete list of our current locations and to find the facility closest to you. Or call the Lane County Personal Health Care Team at **541-225-3410** weekdays, 8 a.m. to 5 p.m.

\*Go to [kp.org/doctors](https://kp.org/doctors) to verify network participation. Some specialty care services are accessed through referral and prior authorization.



# Timely, convenient in-person and virtual care

Get the care you need, when you need it. The Kaiser Permanente app makes it easier to manage your care online or connect with your care team on demand. And with our national network of locations, specialists, and services, you can get timely lab results and primary care appointments close to home.



## 24/7 virtual care

Visit **kp.org** or use our app to talk to a clinician 24/7 by phone or video.<sup>1</sup> You can also email your care team, view most lab results, and more.



## Mail-order pharmacy

Refill prescriptions online, in person, or over the phone – with same-day pickup and same-day or next-day home delivery for most prescriptions.<sup>2</sup>



## Care while traveling

If you're planning to travel, we can help with vaccinations, prescriptions, and more. You also have access to urgent and emergency care worldwide – not just at Kaiser Permanente facilities. Visit **kp.org/travel** for more details or call the travel line at **951-268-3900 (TTY 711)**.<sup>3</sup>

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**1.** When appropriate and available. **2.** Same-day and next-day prescription delivery services may be available for an additional fee. These services are not covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente is not responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. **3.** This number can be dialed from both 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).



# Support for your body and mind

Members can get help with depression, anxiety, addiction, and mental or emotional health – without a referral for mental health care within Kaiser Permanente. Explore individual and group therapy, health classes, self-care resources, and more.<sup>1</sup>

## Resources for your everyday wellness

Take advantage of classes, services, self-care apps, and programs to help you achieve your health goals. Visit [kp.org/selfcare](https://kp.org/selfcare) to learn more.<sup>2,3,4,5</sup>

### Calm | Online wellness app

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

### Headspace | 24/7 emotional support app

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

1. Some classes may require a fee. 2. The services described above are not covered under your health plan benefits and are not 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. 3. Calm can be used by members 13 and over. The Headspace app and services are not available to any members under 18 years old. 4. Eligible Kaiser Permanente members can text with a coach using the Headspace app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace app for the remainder of the year at no cost. 5. Calm and Headspace are not available to Kaiser Permanente Dental-only members. 6. Kaiser Permanente 2024 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 2024 and is used with the permission of NCQA. Quality Compass 2024 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.

Our members are:

**5x**

more likely to be  
screened for depression<sup>6</sup>

**Nearly 2x**

more likely to  
respond to treatment<sup>6</sup>



# Care that's world class

With most plans, you get a wide range of preventive care at no extra cost. If you need specialty care – for maternity, cancer care, heart health, or anything else – you have access to cutting-edge technology and the latest evidence-based care. You can also change your doctor at any time, so you always have a health partner you know and trust.



Explore high-quality care options for every health need at [kp.org/specialtycare](https://kp.org/specialtycare).

## We guide you every step of the way



“ You have enough stressors in your life. So at Kaiser Permanente we make sure health care isn't one of them. ”

—Dr. Khushboo Mehta



# A great experience from the start

Switching plans can seem like a lot of work, but at Kaiser Permanente, we help guide new members through each step. So you can get the care you need without missing a beat.



Follow these simple steps to get started.  
**[kp.org/newmember](https://kp.org/newmember)**

## Step 1: Connect to care online

Once your coverage begins, create an account at **kp.org** or download the Kaiser Permanente app.\* Then manage your health on your schedule – whenever, wherever.

## Step 2: Choose your doctor

We know having a doctor you connect with is an important part of taking care of your health. Browse our online doctor profiles to find a doctor and locations in your area, even before you enroll, at **kp.org/newmember**.

## Step 3: Get prescriptions

Have your prescription information handy, and we'll help you take care of the rest. Follow the steps to transition your prescriptions online or call the New Member Welcome Desk at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

\*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. These features are available when you get care from Kaiser Permanente facilities.



## Health care doesn't have to be confusing





If you don't know the difference between a deductible and an out-of-pocket maximum, you're not alone. But rest assured – we're here to help make health care easier to understand. Get help learning the basics at **[kp.org/healthplanbasics/nw](https://kp.org/healthplanbasics/nw)**.



# New member care transition

Our goal is to help determine your unique needs and connect you with the doctors, specialists, and prescription medications to effectively manage your care transition.

## Types of medical needs our New Member Welcome Desk can help with:

	<b>Common needs</b>	<ul style="list-style-type: none"><li>• Choose a doctor.</li><li>• Schedule a routine appointment.</li><li>• Transfer prescriptions.</li></ul> <p>Also available 24/7 for self-service at <a href="https://kp.org">kp.org</a>.</p>
	<b>Parent and child needs</b>	<ul style="list-style-type: none"><li>• Select a pediatrician or family practice doctor.</li><li>• Connect with an ob-gyn.</li><li>• Transfer records and health history.</li><li>• Transfer prescriptions.</li><li>• Schedule vaccinations and well-child visits.</li></ul>
	<b>Specialty care needs</b>	<ul style="list-style-type: none"><li>• Connect with specialists such as oncologists, orthopedists, and ear, nose, and throat doctors.</li><li>• Connect with mental health professionals.</li><li>• Determine durable medical equipment needs.</li></ul>
	<b>Complex medical needs</b>	<ul style="list-style-type: none"><li>• Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.</li><li>• Connect with a pharmacy for specialty prescriptions and infusions.</li></ul>

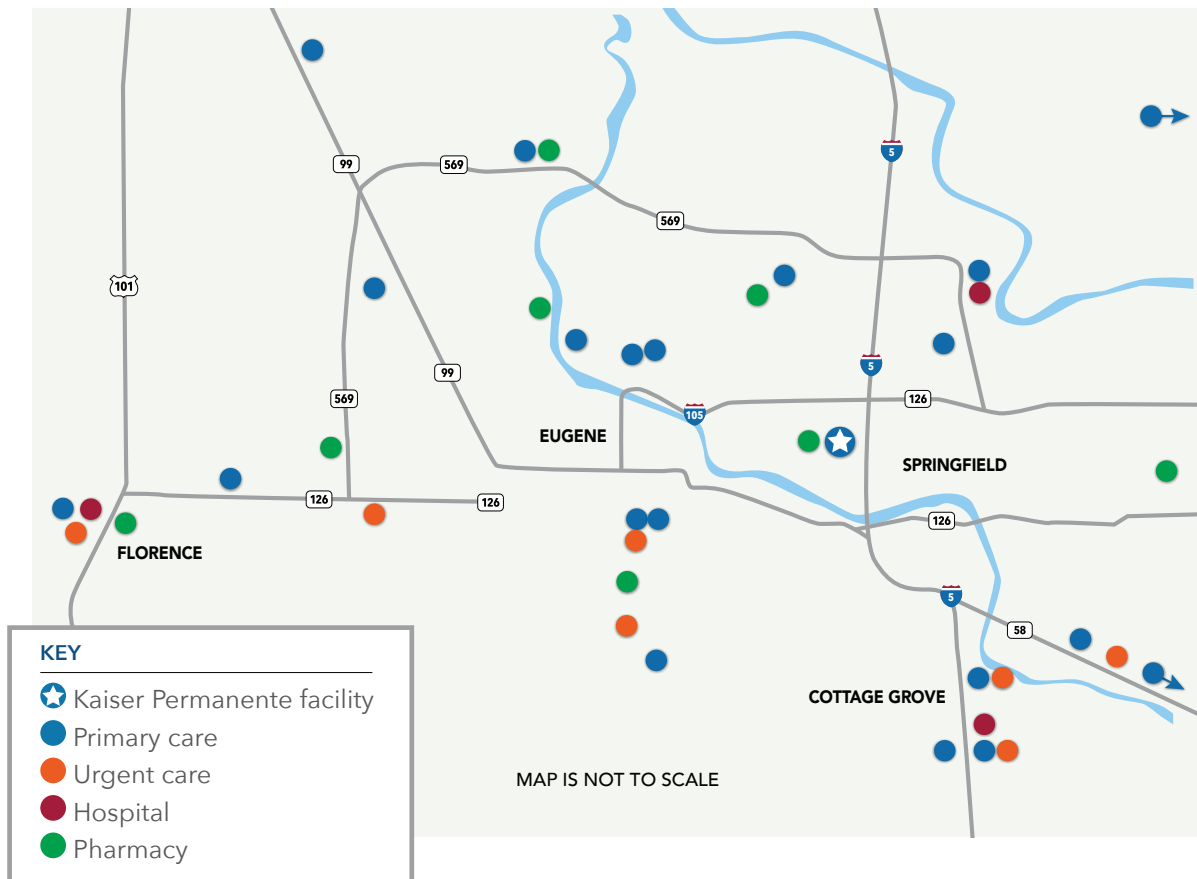
Visit [kp.org/newmember](https://kp.org/newmember) to get started on your own or call **1-888-491-1124 (TTY 711)**. Help is available Monday through Friday, 8 a.m. to 5 p.m.

# Where to get care in Lane County

As a member in Lane County, in addition to the Kaiser Permanente Chase Gardens Medical Office, you have access to a network of 700+ affiliated providers for routine, urgent, or emergency care in the Eugene-Springfield area.

Go to **kp.org/locations** to see all our current locations and to find the facility closest to you. Or call the Lane County Personal Health Care Team at **541-225-3410** weekdays, 8 a.m. to 5 p.m.

Facility information current as of August 2025.



We are proud to partner with many local providers, including PeaceHealth, Eugene Foot & Ankle, Oregon Surgical Wellness, Willamette Valley Cancer Institute, Eugene Pediatric Associates, Pacific Women's Center, and more. You may need a referral or prior authorization for some specialties based on your benefit plan.

EUGENE  
FOOT & ANKLE  
PODIATRIC PHYSICIANS & PODIATRISTS

Eugene Pediatric  
ASSOCIATES

orchidhealth

Pacific Women's Center\*

Oregon  
Surgical  
Wellness

WVCI  
WILLAMETTE VALLEY  
CANCER INSTITUTE AND  
RESEARCH CENTER

Pacific  
ClearVision  
INSTITUTE

\*Available only for gynecological services



# Making the most of your membership

Good health goes beyond the doctor's office. Find your healthy place by exploring some of the convenient options available to members.<sup>1</sup> Many of these resources are available at no additional cost.



## Select your Kaiser Permanente primary care doctor

We know how important it is to find a doctor who's right for you. As a part of your local care team, we are committed to making care more convenient and flexible. Visit [kp.org/lane/care-team](https://kp.org/lane/care-team) to view online doctor profiles and choose or change doctors at any time.



## Kaiser Permanente app<sup>2</sup>

Manage your health 24/7 – schedule appointments, email your doctor's office with nonurgent questions, order most prescription refills, see most test results, pay bills, read your doctor's notes, and more.



## One Pass Select Affinity from Optum

Choose a fitness plan and get unlimited access to premium fitness locations. From strength training to yoga classes and grocery delivery, you can get what you need for whole-body health in one easy plan. Learn more at [kp.org/exercise](https://kp.org/exercise).



## Healthy lifestyle programs

Connect to your health with online programs to help you lose weight, quit smoking, reduce stress, and more. Learn more at [kp.org/healthylifestyle](https://kp.org/healthylifestyle).



## Wellness coaching

Get help reaching your health goals by working one-on-one with a wellness coach by phone. Learn more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).



## Alternative care and chiropractic

Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to Heraya Health. Visit [herayahealth.com](https://herayahealth.com) to learn more and select your provider.

<sup>1</sup> The services described above are not covered under your health plan benefits and are not 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. <sup>2</sup> To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org). These features are available when you get care from Kaiser Permanente facilities.

# Community is at our core

Kaiser Permanente furthers our mission with initiatives that help people address the clinical, social, economic, and environmental factors that affect their health. That's why we partner with over 150 organizations across the Northwest to help address the biggest factors that shape people's health, including:

- Access to care
- Food and nutrition
- Safe and stable housing
- Employment and workforce development
- Education
- Mental health support



Here are just a few of the partnerships and programs we are proud to support in Lane County:

Cornerstone Community Housing  
Endeavor Eugene  
Food for Lane County  
HIV Alliance  
Homes for Good  
Live Healthy Lane  
Medical Teams International Care + Connect  
Plaza de Nuestra Comunidad  
ShelterCare  
Springfield Volunteers in Medicine  
Lane County Farmers Market



Learn more about our community health efforts and impact in Lane County at [kp.org/lane](https://kp.org/lane).



# Complete care to help you live a healthier life

With Kaiser Permanente, your care is simpler, smarter, and seamless – so you can spend more time doing what you love.

## Want to learn more?

Talk to an enrollment specialist today about specialty care, extra features, and more. Call **1-800-514-0985** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. PT.

## Member Services

**1-800-813-2000** (English)

**1-800-324-8010** (language interpretation services) **711** (TTY)

Monday through Friday, 8 a.m. to 6 p.m.

### Lane County Personal Health Care Team

Call **541-225-3410** weekdays, 8 a.m. to 5 p.m., for assistance with:

- Referral and authorizations
- Contracted Eugene providers
- To make an appointment
- General benefits questions

## New Member Welcome Desk

**1-888-491-1124** Monday through Friday, 8 a.m. to 6 p.m.

## New Member Pharmacy Services

**1-888-572-7231** Monday through Friday, 8 a.m. to 6 p.m.



## Nondiscrimination notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin (including limited English proficiency), age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

Kaiser Health Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, braille, and accessible electronic formats
- Provides no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call Member Services at **1-800-813-2000** (TTY: **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at:

Member Relations Department  
Attention: Kaiser Civil Rights Coordinator  
500 NE Multnomah St., Suite 100  
Portland, OR 97232-2099  
Fax: **1-855-347-7239**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
Phone: **1-800-368-1019**  
TDD: **1-800-537-7697**

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

### For Washington Members:

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at

<https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at **1-800-562-6900**, or **360-586-0241** (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online services/cc/pub/complaintinformation.aspx>.



## Help in Your Language

**ATTENTION:** If you speak English, language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-800-813-2000** (TTY: 711).

**አማርኛ (Amharic) ትኩረት:** አማርኛ የሚናገሩ ከሆነ ተገቢ የሆኑ ረዳት መርጃዎችን እና አገልግሎቶችን ጨምሮ የቋንቋ እርዳታ አገልግሎቶች በነጻ ይገኛሉ። በ **1-800-813-2000** ይደውሉ (TTY: 711)።

**العربية (Arabic) تنبيه:** إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية بما في ذلك من وسائل المساعدة والخدمات المناسبة المجان. اتصل بالرقم **1-800-813-2000** (TTY: 711).

**中文 (Chinese) 注意事項:** 如果您說中文，您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電**1-800-813-2000** (TTY: 711)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی صحبت می‌کنید، «تسهیلات زبانی»، از جمله کمک‌ها و خدمات پشتیبانی مناسب، به صورت رایگان در دسترس‌تان است با **1-800-813-2000** (TTY: 711) تماس بگیرید.

**Français (French) ATTENTION :** si vous parlez français, des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le **1-800-813-2000** (TTY: 711).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, steht Ihnen die Sprachassistentz mit entsprechenden Hilfsmitteln und Dienstleistungen kostenfrei zur Verfügung. Rufen Sie **1-800-813-2000** an (TTY: 711).

**日本語 (Japanese) 注意 :** 日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。 **1-800-813-2000**までお電話ください (TTY: 711)。

**ខ្មែរ (Khmer) យកចិត្តទុកដាក់:** បើអ្នកនិយាយខ្មែរ សេវាជំនួយភាសា រួមទាំងជំនួយនិងសេវាសម្រួលដោយឥតគិតថ្លៃ មានចំពោះអ្នក។ ហៅ **1-800-813-2000** (TTY: 711)។

**한국어 (Korean) 주의:** 한국어를 구사하실 경우, 필요한 보조 기기 및 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-800-813-2000**로 전화해 주세요 (TTY: 711).

**ລາວ (Laotian) ເອົາໃຈໃສ່:** ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ລວມທັງອຸປະກອນ ແລະ ການບໍລິການຊ່ວຍເຫຼືອທີ່ເໝາະສົມ ຈະມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ **1-800-813-2000** (TTY: 711).

**Afaan Oromoo (Oromo) XIYYEEFFANNOO:** Yoo Afaan Oromo dubbattu ta'e, Tajaajila gargaarsa afaanii, gargaarsota dabalataa fi tajaajiloota barbaachisoo kaffaltii irraa bilisa ta'an, isiniif ni jira. **1-800-813-2000** irratti bilbilaa (TTY:- 711)

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਯੋਗ ਸਹਾਇਕ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਸ਼ਾਮਲ ਹਨ। ਕਾਲ ਕਰੋ **1-800-813-2000** (TTY:- 711)।

**Română (Romanian) ATENȚIE:** Dacă vorbiți română, vă sunt disponibile gratuit servicii de asistență lingvistică, inclusiv ajutoare și servicii auxiliare adecvate. Sunați la **1-800-813-2000** (TTY: 711).

**Русский (Russian) ВНИМАНИЕ!** Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки, включая соответствующие вспомогательные средства и услуги. Позвоните по номеру **1-800-813-2000** (TTY: 711).

**Español (Spanish) ATENCIÓN:** Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al **1-800-813-2000** (TTY: 711).

**Tagalog (Tagalog) PAALALA:** Kung nagsasalita ka ng Tagalog, available sa iyo ang serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa **1-800-813-2000** (TTY: **711**).

**ไทย (Thai) โปรดทราบ:** หากท่านพูดภาษาไทย ท่านสามารถขอรับบริการช่วยเหลือด้านภาษา รวมทั้งเครื่องช่วยเหลือและบริการเสริมที่เหมาะสมได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

**Українська (Ukrainian) УВАГА!** Якщо ви володієте українською мовою, вам доступні безкоштовні послуги з мовної допомоги, включно із відповідною додатковою допомогою та послугами. Зателефонуйте за номером **1-800-813-2000** (TTY: **711**).

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói tiếng Việt, bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-813-2000** (TTY: **711**).

## Notes

[illegible]



## 2025-2026 Enrollment Guide Lane County

Kaiser Foundation Health Plan of the Northwest  
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Portland, OR 97232

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