



SERVING THOSE WHO'VE SERVED

See why veterans and their families
trust Kaiser Permanente with their health care needs

kp.org/veterans





Whether you're transitioning now or transitioned some time ago, we know you have a lot of health care options. Fortunately, we have information that can help. Your service gave the nation security—so you deserve to feel secure in the choices you make for your family's health.





Service and sacrifice

You live this commitment every day and we thank you.

At Kaiser Permanente, we also have a commitment:
to improve the health of our veterans and their families.

Our mission is to provide you with a personalized care experience unmatched by any other health care provider.

Now that you're back in the civilian world, you have many health care options for you and your family. It's important to understand these choices so you can manage your family's budget and avoid surprises.

As you explore health care options, you may come across terms like **POS**, **PPO**, and **HMO**. These represent different types of health plans where physicians are reimbursed based on the number and types of claims they submit.

It can be very confusing to navigate and understand which doctors are in-network and how much you may or may not be required to pay. Not to mention you're left alone to figure it all out.

With Kaiser Permanente, you're not alone. Much like the Military Health System, Kaiser Permanente physicians and care teams focus on delivering the right care at the right time to keep you and your family healthy. You'll have peace of mind knowing your care teams will closely monitor and coordinate your care based upon your military and medical history.

You have a choice with Kaiser Permanente that feels very familiar—like coming home.

A complete model of care you can trust

Kaiser Permanente is built to provide care much like the military, where hospitals, clinics, and other health care facilities are connected and most services are readily available in one location—like MTFs. Many of our physicians and providers have served in the Armed Forces themselves, so they understand and respect the service of our veteran members.

We have a patient-first approach to care with a focus on preventive care, just like the Preventive Maintenance Check and Services (PMCS) experienced while serving. This means you receive personalized care to quickly identify and address specific conditions you may incur during your military service:

- ★ Cancers from toxic or general radiation exposures
- ★ Coronary and other heart diseases
- ★ Infectious diseases
- ★ Mental health conditions such as post-traumatic stress disorder (PTSD) and traumatic brain injuries (TBIs)
- ★ Musculoskeletal conditions
- ★ Neurological conditions
- ★ Pain management
- ★ Respiratory/lung conditions

Our focus on frequent monitoring and early detection means better health outcomes for you²



National leader in blood pressure control

77%

Relationships that matter

Your Kaiser Permanente physicians are invested in the well-being of you and your family. Let your care team know you are a veteran so they can screen and monitor for complex conditions that may appear later.

Your medical history is updated by your care team through your digital health record. This way, they can coordinate and collaborate on your care without you being burdened with sharing past records. Together, you and your doctor can customize a care plan that's right for you and your family.

VA benefits remain unchanged

Rest assured, you can still use your VA benefits alongside Kaiser Permanente, as well as other sources of coverage like TRICARE. This gives you and your family choice and flexibility in how you receive care.

Support for you and family

You're not alone. Kaiser Permanente can empower you with a wealth of online resources, tools, and programs to help you stay mentally strong and resilient, including:

- ★ Classes like therapy and support groups, individual counseling sessions, group appointments, and community resources
- ★ Comprehensive addiction and recovery support
- ★ Valuable self-assessment tools to help you evaluate your holistic health and identify conditions like depression
- ★ Self-care apps like Calm and Headspace¹
- ★ No-cost, on-demand virtual classes for anxiety, mindfulness, and healthy living

of members had
healthy blood pressure in 2024

National average 61%

National leader in
colon cancer screenings

70%

of members screened in 2024

National average 60%

National leader in
breast cancer screenings

82%

of members screened in 2024

National average 74%

Learn more at
kp.org/veterans

¹These services 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.

²NCQA Commercial Health Plan Ratings 2024. The source for certain health plan measure rates and benchmark (averages and percentiles) data ("the Data") is Quality Compass® 2024 and is used with the permission of the National Committee for Quality Assurance ("NCQA"). Any analysis, interpretation or conclusion based on the Data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation or conclusion. Quality Compass is a registered trademark of NCQA. The Data comprises audited performance rates and associated benchmarks for Healthcare Effectiveness Data and Information Set measures ("HEDIS®") and HEDIS CAHPS® survey measure results. HEDIS measures and specifications were developed by and are owned by NCQA. HEDIS measures and specifications are not clinical guidelines and do not establish standards of medical care. NCQA makes no representations, warranties or endorsement about the quality of any organization or clinician who uses or reports performance measures, or any data or rates calculated using HEDIS measures and specifications, and NCQA has no liability to anyone who relies on such measures or specifications. NCQA holds a copyright in Quality Compass and the Data and may rescind or alter the Data at any time. The Data may not be modified by anyone other than NCQA. Anyone desiring to use or reproduce the Data without modification for an internal, noncommercial purpose may do so without obtaining approval from NCQA. All other uses, including a commercial use and/or external reproduction, distribution or publication, must be approved by NCQA and are subject to a license at the discretion of NCQA. 2024 National Committee for Quality Assurance, all rights reserved. CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). Official plan name per Quality Compass: Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

★ We honor all veterans who have served ★

Supporting veterans and their families has been one of our core values since World War II. With our integrated health care and coverage, variety of wellness resources, and personal knowledge of veterans' needs, you can count on us to be there for you and your family.

Discover better care at kp.org/veterans

Questions?

Call **1-800-514-3475**

(Federal employees: **1-800-514-3480**)

Monday – Friday, 10 a.m. – 9 p.m.



Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 4000 Garden City Drive, Hyattsville, MD 20785 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 1300 SW 27th St., Renton, WA 98057

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