

# Your guide to large group plans and products with Kaiser Permanente



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# Discover the Kaiser Permanente difference

The connection between health benefits and business performance is becoming increasingly clear – and employers are taking a critical look at workforce health strategy to optimize the quality and value of their health care offerings.

To get the quality you expect and value you can measure, you need a partner who addresses the health of your employees early, consistently, and effectively.



## Health care that works

Your employees won't get treated only when they're sick or injured. Our integrated care model brings together coverage, care, hospitals, labs, and pharmacies to provide the convenient, proactive care needed to help keep your employees healthier.

Our model also helps ensure you get a simple administrative experience, with a comprehensive mix of benefits, plans, and supplemental options to provide maximum value for your investment.

# High-quality virtual care options for a wide range of health needs

With a comprehensive suite of virtual care choices and care teams that consult with each other in real time, your employees can get the care they want, how they want it – helping them stay healthier and more engaged on the job.

## Surging satisfaction

85% of members use our digital tools and give our 24/7 virtual care a 9.6 out of 10 satisfaction rating.<sup>1</sup>

## As effective as in-person care

Members who had virtual primary care didn't seek more follow-up care than those who had in-person visits.<sup>2</sup>

## Exceptional experience<sup>3</sup>

82% are satisfied

85% say it's easy to use

## Give your employees a fully integrated virtual experience

All virtual and in-person care encounters are captured through your employees' electronic health records, which they can access anytime by visiting [kp.org](https://kp.org) or using our mobile app.<sup>4</sup>

### Members have online access to:

- 24/7 care by phone, video, and e-visits<sup>5,6,7,8</sup>
- Information about past visits<sup>6</sup>
- Appointment scheduling<sup>6</sup>
- Emailing their doctor's office<sup>6</sup>

## Why it matters

Each in-person appointment your employees don't need saves you an average of \$174 in direct costs and 2 hours of work time.<sup>9</sup>

<sup>1</sup>Kaiser Permanente 2022 Annual Report; Kaiser Permanente internal data, December 19, 2023. <sup>2</sup>Mary Reed, DrPH, et al., "Treatment and Follow-up Care Associated With Patient-Scheduled Primary Care Telemedicine and In-Person Visits in a Large Integrated Health System," JAMA Network Open, November 16, 2021. <sup>3</sup>Kaiser Permanente 2022 Fall METEOR Survey. <sup>4</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org). <sup>5</sup>When appropriate and available. <sup>6</sup>These features apply to care you get at Kaiser Permanente facilities. <sup>7</sup>To have a video visit, members must be registered on [kp.org](https://kp.org) and have a camera-equipped computer or mobile device. If you travel out of state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. For high deductible health plan members, e-visits, phone visits, and video appointments are subject to your plan's annual deductible. Once you reach your deductible, your copay is \$0. <sup>8</sup>Applicable cost shares will apply for services or items ordered during an e-visit. <sup>9</sup>Established patient visit, level 3, Kaiser Permanente Sample Fee List, 2024. Cost varies by region. 2022 American Time Use Survey, U.S. Bureau of Labor Statistics, [bls.gov/tus](https://bls.gov/tus), accessed March 4, 2024.

# Why choose Kaiser Permanente?

## Cost-effective care

With Kaiser Permanente, your workforce will get timely screenings and vaccinations, all at no additional cost or at a copay only, helping your employees avoid unnecessary tests and procedures now – and costly diagnostic care in the future. You'll also get clinical data reporting on the health of your employee population to help you craft cost-saving workforce health strategies.<sup>1</sup> And we make it easy to get started with an array of plan designs and price points that are 19% more cost-effective than the average health plan.<sup>1</sup>

## Time-saving convenience

When care is convenient, your employees can more easily get the services they need to stay healthy. Telehealth care options like e-visits, scheduled and 24/7, phone and video visits, and email can make it easy for your employees to connect with Kaiser Permanente care teams.<sup>2,3,4,5,6,7</sup> And when members need in-person care, we help make that easy too. In fact, members can often see their doctor, visit a specialist, and get lab tests all in one trip. Members can save more time with the mail-order pharmacy service to fill and refill most prescriptions.

## Industry-leading quality

Our top-notch doctors have developed a distinct brand of evidence-based care we call Permanente Medicine. It's a team-based, patient-centered approach to total health that focuses on delivering the right care – not more care. That includes personalized, consistent care at every touch point, from screenings and prevention to chronic disease management and specialty care – all to help keep your employees healthier and more engaged.

## Portland<sup>MONTHLY</sup>

Kaiser Permanente Northwest has the most top docs/clinicians (311) for 2025, according to Portland Monthly<sup>8</sup>



Kaiser Permanente is proud to be recognized for the 13th consecutive year by the Human Rights Campaign Foundation. The foundation awarded us the highest possible score on the [2024 Healthcare Equality Index](#).

**insure.com**

Number 1 health plan in America<sup>9</sup>

<sup>1</sup>Kaiser Permanente data calculated based on more than 50 discrete data points and third-party benchmarks. We compared Kaiser Permanente performance to the national average across 8 categories of common care and conditions.

<sup>2</sup>Applicable cost shares will apply for services or items ordered during an e-visit. <sup>3</sup>When appropriate and available. <sup>4</sup>These features apply to care you get at Kaiser Permanente facilities. <sup>5</sup>To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. If you travel out of state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

<sup>6</sup>For high deductible health plan members, e-visits, phone visits, and video appointments are subject to your plan's annual deductible. Once you reach your deductible, your copay is \$0. <sup>7</sup>Applicable cost shares will apply for services or items ordered during an e-visit. <sup>8</sup>"Top Medical Providers 2025," Portland Monthly, November 29, 2024, <https://www.pdxmonthly.com/doctors>. <sup>9</sup>"Best Health Insurance Companies of 2025," Insure.com, April 24, 2025.





## It starts with a plan

All our plans feature access to a wide range of care options – from preventive services to specialty care and effective disease management programs. We offer plans for businesses of all sizes and needs.

For more information on our preventive services, visit [kp.org/prevention](https://kp.org/prevention).

# Find the right plan for your business

Choose from our innovative product portfolio to meet your needs.

## **NEW – Level Funded plans**

Employer groups with 5 to 100 eligible employees looking to gain more control over their health plan funding may choose a Level Funded plan from the National Standard or Regional Choice plan portfolios. Learn more at [kp.org/levelfunded/nw](https://kp.org/levelfunded/nw).

## **Kaiser Permanente Everyday Care plans**

Kaiser Permanente Everyday Care plans are simple, transparent, and predictable. Everyday Care plans offer up-front value, allowing members to access primary care and common medical services with no deductible and \$0 or \$10 copays.

## **Traditional**

Traditional plans feature predictable copays to make it easier for employees to manage their health care spending.

## **Deductible**

Deductible and high deductible HSA-qualified plans come with a wider range of cost-sharing options and price points to help meet the financial needs of your employee population. Plans can be paired with a health payment account to offer members additional financial tools.

## **Kaiser Permanente Plus™**

KP Plus plans offer comprehensive, high-quality care from our doctors and facilities – plus access to any licensed provider for a set number of office visits, medical services, and prescription fills. Your employees get care when and where they need it – in or outside of our service areas.

## **Dual Choice PPO™ (for employers with 51-499 eligible employees)**

Dual Choice PPO plans provide you with flexibility to offer nationwide coverage to employees – through access to Kaiser Permanente providers, and other in-network providers, or any licensed out-of-network provider. These plans must be offered alongside a traditional, deductible, or HDHP plan – while offering the benefits of single-carrier administration.

## **Virtual Complete plans (for Washington employers)**

With a Virtual Complete plan, your employees can get high-quality care that's both affordable and convenient – helping them stay healthier and more engaged on the job.

## **Out-of-area PPO Plus**

PPO Plus provides you with the opportunity to give your employees living and working outside the Kaiser Permanente Northwest service area more provider choice while offering the benefits of single-carrier administration and health care cost containment.

## **National Product Portfolio**

For groups with 51 or more eligible employees who manage health benefits in multiple regions, we provide high-quality, integrated care with streamlined administration and consistent benefit offerings.

## **Consumer-directed health care (CDHC) for use with health payment accounts**










With our CDHC options, you can match one of our lower-cost deductible plans with one of our health payment accounts – an HSA, HRA, or FSA administered through Kaiser Permanente.

## **Group Medicare**

Provides your retirees over 65 with the benefits of Medicare Advantage and Kaiser Permanente's integrated care.

# Spotlight on Kaiser Permanente Everyday Care plans

Our Kaiser Permanente Everyday Care plan combines the affordability of our deductible plans with the rich value of our deductible plans. Give your employees the gift of greater access to everyday care – most routine services are covered at no cost.

|  |                             |
|--|-----------------------------|
|  <b>Primary care office visits</b>    | \$0                         |
|  <b>Specialty care office visits</b>  | \$0                         |
|  <b>Virtual care</b>                  | \$0                         |
|  <b>Lab tests</b>                     | \$0                         |
|  <b>Generic prescriptions</b>         | \$0                         |
|  <b>Brand/specialty prescriptions</b> | \$50/\$250                  |
|  <b>Outpatient surgery</b>            | \$0 after deductible        |
|  <b>Inpatient hospital services</b>   | \$0 after deductible        |
|  <b>Deductible</b>                   | Range of deductible options |

This is a sample Kaiser Permanente Everyday Care plan. Please reach out to your Kaiser Permanente representative for full plan details.



# Consumer-directed health care on HDHP plans

Consumer-directed health plans are growing in popularity, and Kaiser Permanente is uniquely positioned to meet the needs of these plans while helping you control your overall health care costs and achieve healthy outcomes. We strive to deliver plans that are simple and easy to use – not just for you, but for your employees.

## Product pairings

Take advantage of Kaiser Permanente's paired consumer-directed health care offerings by choosing the plan and health payment account that work for you.

**HRA:** Employees can use funds contributed by you to pay for qualified medical expenses on a tax-free basis. There are several HRA types available, from broad to more limited coverage, with options for point-of-service payment using our health payment card or convenient automatic reimbursement.

**HSA:** These employee-owned accounts can be used to pay for qualified medical expenses, including services not covered under the Kaiser Permanente health plan. The money your employees contribute to their HSAs through payroll withholding isn't considered part of their wages, so they won't be taxed on it. They can also contribute after-tax funds. Mutual fund investment options are available with HSAs as well.

**FSA:** With a medical FSA, your employees make pretax contributions to an account they can use to pay for a wide range of qualified expenses such as doctor visits, prescription drugs, and lab tests, including services not covered under the Kaiser Permanente health plan. A dependent care FSA can be used for expenses such as child care.<sup>1</sup>

<sup>1</sup>Refer to IRS Publication 502 for a list of qualified medical and dental expenses. Refer to IRS Publication 503 for a list of qualified child and dependent care expenses. <sup>2</sup>Except for self-funded groups. <sup>3</sup>For HSAs, employers may choose to have their employees billed for the administrative fees.

## Health payment accounts

**HRA \$3.75** per account per month

**HSA \$3.25** per account per month

**FSA \$3.75** per account per month

Account fees are per employee account per month. They'll be billed monthly to the employer, separate from the premium.<sup>2</sup>

There are no additional setup fees for standard account types and no transaction or annual debit card fees.<sup>3</sup>

## Helpful tools and resources

### HSA calculators

Members can visit [kp.org/deductibleplans](https://kp.org/deductibleplans) to see how much they can save by using our tax savings and future value calculators.

### Online and mobile access

Members can check their account balances, view transactions, make contributions, request reimbursements, and more through [kp.org](https://kp.org).

Members can also manage their account on the go with our secure HRA/HSA/FSA Balance Tracker app.

# Offer more with ancillary benefits

Keep employees satisfied, attract new talent, and avoid the hassle of multiple vendors. Explore competitive ancillary benefits paired with our high-quality, affordable health plans – for a total health solution that can meet your employees' needs.



## Hearing aids

Hearing aids can improve your employees' quality of life and help ensure they aren't missing important conversations critical for effective communication and collaboration at work.



## Vision care

Choose from a variety of plans that cover frames, lenses, or contact lenses. All exams and fittings are performed by coordinated care teams able to diagnose, treat, and refer members for needed tests.



## Employee assistance program

Kaiser Permanente is working with Telus Health to offer all employees – even those without a core Kaiser Permanente health plan – an employee assistance program that supports their overall health by helping them improve their mental, physical, social, and financial well-being.<sup>2</sup>



## Fertility services

Demand for fertility benefits is on the rise in today's workforce. Offer your employees access to artificial insemination, in vitro fertilization (IVF), and coverage of associated fertility drugs in Oregon and Washington.<sup>1</sup>



## Alternative care

Expand your employees' care options by offering access to chiropractic, acupuncture, and massage therapy on a self-referred basis. We have varied options by state. Self-referred naturopathic care is included in Northwest plans without the need of an additional buy-up.

### Kaiser Permanente On-the-Job®

The right workers' compensation strategy can help you manage claims costs. Kaiser Permanente On-the-Job provides coordinated, effective care for work-related injuries and illnesses at our dedicated occupational health centers, helping your employees return to good health faster and at a lower expense. Learn more at [kp.org/kpoj/nw](https://kp.org/kpoj/nw) or call **1-888-414-3531 Option 1**.

<sup>1</sup>Fertility services are covered under the supplemental fertility riders that must be purchased by employer groups. If a member does not have the supplemental fertility rider, fertility services and fertility drugs are excluded from coverage. <sup>2</sup>The employee assistance program is a stand-alone product and is not part of a Kaiser Permanente medical plan.

# Choose dental + medical for total health

For more than 50 years, Kaiser Permanente Northwest has been helping our members thrive with healthy smiles and dental care that connects seamlessly to their health plans.



## Dental care can play a vital role in your employees' overall health

Our dental, medical, and insurance services all work together to help your employees stay healthy and productive while helping reduce health care costs for your business. Choose from our cost-effective Traditional Dental plans or flexible Dental Choice EPO and PPO plans. We have a range of options with comprehensive coverage to help meet the unique needs of your employees.

### Setting high standards

Our unique medical-dental integration helps improve care quality, improve patient safety, and increase member satisfaction. For more than 3 decades, we've received the highest level of accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC).<sup>1</sup> This means our dental program has met rigorous national standards. Currently, we are the only dental practice in the Pacific Northwest with AAAHC accreditation.

### Convenience of integrated care

Your employees can experience a new way to take care of their overall health when they have Kaiser Permanente medical and dental coverage. Help them save time and enjoy the convenience of integration with:

- **Coordinated care**, like getting a flu shot, vaccination, or other preventive medical services during their dental appointment<sup>2</sup>
- **One electronic health record** and online access to help manage care
- **Teledentistry options**, like email and phone care advice from our dental team – all with no copay and integrated with your employees' health record<sup>3</sup>

### NEW! Exclusive Provider Organization (EPO) plans

Kaiser Permanente's Dental Essential Saver Plans are a new offering that gives your employees access to high-quality dental care and coverage from Kaiser Permanente, along with the flexibility to get dental care from contracted dental providers in the Dental Choice™ network – all at an even more affordable price. Learn more at [kp.org/dental/nw/epo](https://kp.org/dental/nw/epo).

See our [Dental Product Portfolio](#) for information on our dental plans.

<sup>1</sup>aaaahc.org. <sup>2</sup>Medical services are available at select dental locations. You must be a Kaiser Permanente medical member to receive medical care. <sup>3</sup>When appropriate and available.

A woman with dark hair, wearing a brown cardigan, is looking down at a tablet computer. The background is a blurred outdoor scene with a railing and some foliage.

## Compare plans quickly and easily

Complete Suite™ is a portfolio of competitively priced product offerings designed specifically for midsize businesses. You have the flexibility to choose a plan that meets the needs of your employees – and the goals of your business.

### With our interactive plan comparison tool, you can:

- Quickly and easily review your options
- Request a time-saving quote
- Review the price points of our full portfolio of plans to find your total health care solution
- Spend less time managing benefits and more time moving your business forward

To compare plan designs for 2026, view our interactive [Medical Product Plan Chart](#).

# Administer your plan quickly and easily

With Kaiser Permanente, you get a simple, efficient administrative experience that helps make it easy for you to implement and manage your Complete Suite plans.

## Our support includes:

- Online self-service tools available through [business.kp.org](https://business.kp.org)
- The ability to create an account and designate administrators
- Easy access to make eligibility changes and payments, view your Summary of Benefits and Coverage documents, and order ID cards
- A team of specialists trained to provide quick resolution to complex, escalated employer and broker issues – often in one touch

## Transform your health care strategy with a data-driven approach

Other carriers can only offer one-dimensional reports based on claims data. Our next-generation reports provide you with detailed lifestyle risk, preventive care, and chronic conditions information, based on clinical data generated by our industry-leading electronic health record system. This data can help you develop, or improve, your workforce health programs that can boost employee wellness – and your bottom line.

## You'll be able to:

- Identify the health conditions affecting your workforce
- Pinpoint what's driving your current health care costs and learn the risk factors that could impact future costs
- Get tailored solutions to encourage healthy lifestyles, lower risk factors, and manage costs

Learn more about our Partnership in Health suite of reports that can help ensure you're getting the most value from your health care investment.



# Health care that's easier to navigate

Your employees get built-in support to access care and prioritize health for your business.



## Access is simple from day one

Our new member onboarding program guides your employees with personalized videos and a [welcome site](#) so they can quickly transfer prescriptions, find a doctor, and start getting care. When an employee visits most of our facilities, they can see their doctor, get a lab test, and go to the pharmacy in one stop.



## Care is proactive and personalized

Your employee partners with their doctor to create a care plan, including industry-leading prevention based on their individual risk factors. When your employee is due for care or needs to refill a prescription, their care team lets them know. To keep their health on track, we'll share convenient wellness resources such as local classes and farmers markets. Plus, members get reduced rates on gym memberships, massage therapy, and more.



## Digital tools to help them track their care and coverage

Your employees will have easy access to digital tools that can give them a clear picture of their care options, as well as how to pay for care and coverage. This includes deductible and out-of-pocket cost trackers, so your employees can see how close they are to meeting their maximums. They can also get personalized cost estimates for medical services and prescriptions on [kp.org](#).

Even better, some care doesn't need an estimate. Preventive care is always available at no additional cost or a copay.



## Convenient support to help manage chronic conditions

Chronic health conditions can be a significant drain on the health and engagement of your workforce. That's why we build chronic condition management into your coverage. When members are at risk of or diagnosed with a chronic condition, they're automatically enrolled in a disease management program. **No opt-in needed.**

That means you don't have to deal with – or pay additional for – third-party disease management vendors. And your employees can get a seamless and convenient care experience from their Kaiser Permanente care team. Disease management programs help members address health issues like:

- Asthma and other lung issues
- Chronic pain
- Depression
- Diabetes
- Heart disease
- High blood pressure
- Smoking
- Weight management



## We protect businesses from the high cost of hypertension.<sup>1</sup>

Kaiser Permanente blood pressure control rate: **77%**

National average for blood pressure control: **61%**

## Why it matters

A company with 1,000 employees could avoid \$487K in annual health care costs through Kaiser Permanente's approach to managing high blood pressure.<sup>2</sup>

<sup>1</sup>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. <sup>2</sup>Calculated based on an analysis that uses NCQA Quality Compass® data to compare Kaiser Permanente performance to the national average for controlling high blood pressure.



## Quality care for growing families

At Kaiser Permanente, we're built to deliver better value and a better experience through personalized, [patient-centered maternity care](#). From family planning and fertility services to delivery and postpartum care, we help members feel supported, empowered, and prepared for their personal journey into parenthood.

Support for your employees and their families includes:

- **Focus on fertility:** Clinical specialists can help our members start their journey with genetic services, diagnostic services, intrauterine insemination, in vitro fertilization (via a contracted provider)<sup>1</sup>, and more.
- **Maternity care at home:** With a mix of video visits, including an at-home toolkit, and in-person office visits, members can get quality maternity care from the comfort of their home in a way that works for them.
- **Personalized delivery experience:** Members can share their birth plans with their ob-gyn or certified nurse-midwife and control their comfort in our spacious birthing suites.
- **A faster, safer return home:** From skin-to-skin contact to breastfeeding consultations, we promote better bonding, safer recovery, and quicker returns home.



**We're in the top 10% nationwide for timely prenatal care visits<sup>2</sup>**

**Kaiser Permanente: 94%**

**National average: 79%**

### Why it matters

Babies born to people who don't receive prenatal care are 3 times more likely to have a low birth weight and 5 times more likely to die.<sup>3</sup>

<sup>1</sup>In vitro fertilization (IVF) is covered under the supplemental assisted reproductive technology (ART) benefit that must be purchased by a large employer group. If a member doesn't have the supplemental ART benefit, then IVF is excluded from coverage. <sup>2</sup>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. <sup>3</sup>"Prenatal Care: Why Do I Need Prenatal Care?," U.S. Department of Health and Human Services, February 22, 2021.



## Leading the way for mental health

When you partner with Kaiser Permanente, you'll be connected to our full suite of mental health resources for your workforce. And your employees will get the care, access, and tools that are most important to them, including:

- **Personalized care plans:** Individual or group therapy, wellness coaching, and more – all tailored to your employees' needs and goals.
- **More doctors in more places:** We're hiring more mental health professionals to support the growing need we see in our communities. Plus, you don't need a referral to access mental health services from a Kaiser Permanente provider.
- **On-demand support:** 24/7 advice, online health assessments, virtual care, and self-care tools available when your employees need them.<sup>1,2,3,4</sup>



### Patient feedback shows members are happy with their mental health care<sup>5</sup>

**94%**

of members feel their care team respects what they have to say

**93%**

satisfaction with video visits

**90%**

satisfaction with phone appointments

<sup>1</sup>When appropriate and available. <sup>2</sup>These features apply to care you get at Kaiser Permanente facilities. <sup>3</sup>For high deductible health plan members, e-visits, phone visits, and video visits are subject to your plan's annual deductible. Once you reach your deductible, your copay is \$0. <sup>4</sup>If you travel out of state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. <sup>5</sup>Kaiser Permanente National Market Research, 2021.



## Specialty services for substance use issues

The first step to getting help is often the hardest. If your employees need treatment – or just want more information about our range of services – we’re here to help.

Kaiser Permanente offers a full range of evidence-based treatment options for substance use issues. Our compassionate providers work with members and their families to create a care plan that’s specific to their needs.

### Brookside Residential Facility

Kaiser Permanente’s Brookside Center, conveniently located on our Sunnyside Medical Center campus, is a licensed residential facility providing treatment and detox for mental health and substance use disorders, giving patients an opportunity for integrated treatment for co-occurring disorders. Each stay is personalized based on the patient’s needs for help with recovery.

### Project Nurture

Project Nurture provides prenatal substance use disorder treatment through maternity care, peer support, and social services coordination. This program offers a flexible, patient-centered approach to help participants navigate their individual recovery process.

### Peer Support

As part of the substance use disorder program, peer support specialists provide insight, encouragement, and resources based on their personal recovery from mental health and/or substance use disorders. Through this unique approach, patients can meet in community settings and develop their own social support network to promote a successful recovery. Peer support is available through our mental health and substance use disorder services.

### Community Partners

Kaiser Permanente has an expansive community network that supports outpatient, inpatient, and residential levels of care. Substance use outpatient services are typically provided by our teams, with the exception of adolescent care and methadone treatment.

For more information on our substance use disorder services, visit [kp.org/recovery](https://kp.org/recovery).





## Care that travels with your workforce

When your employees travel, our coverage follows. The last thing your employees want to worry about as they get back to business trips and family vacations is their health coverage. Now, it's easier than ever for them to get care if something unexpected happens while they're away from home.

- 24/7 phone and video visits on your schedule<sup>1,2,3,4,5,6</sup>
- Virtual care options like e-visits, phone and video visits, and email – often at no additional cost<sup>1,2,3,4,5,6</sup>
- Global coverage for urgent and emergency care
- Employees can also get emergency and urgent care when and where they need it. Outside Kaiser Permanente areas, they'll just pay their usual cost share for care from Cigna Healthcare<sup>SM</sup> PPO Network<sup>7</sup> providers, MinuteClinic locations and pharmacies, Concentra clinics, and The Little Clinic.

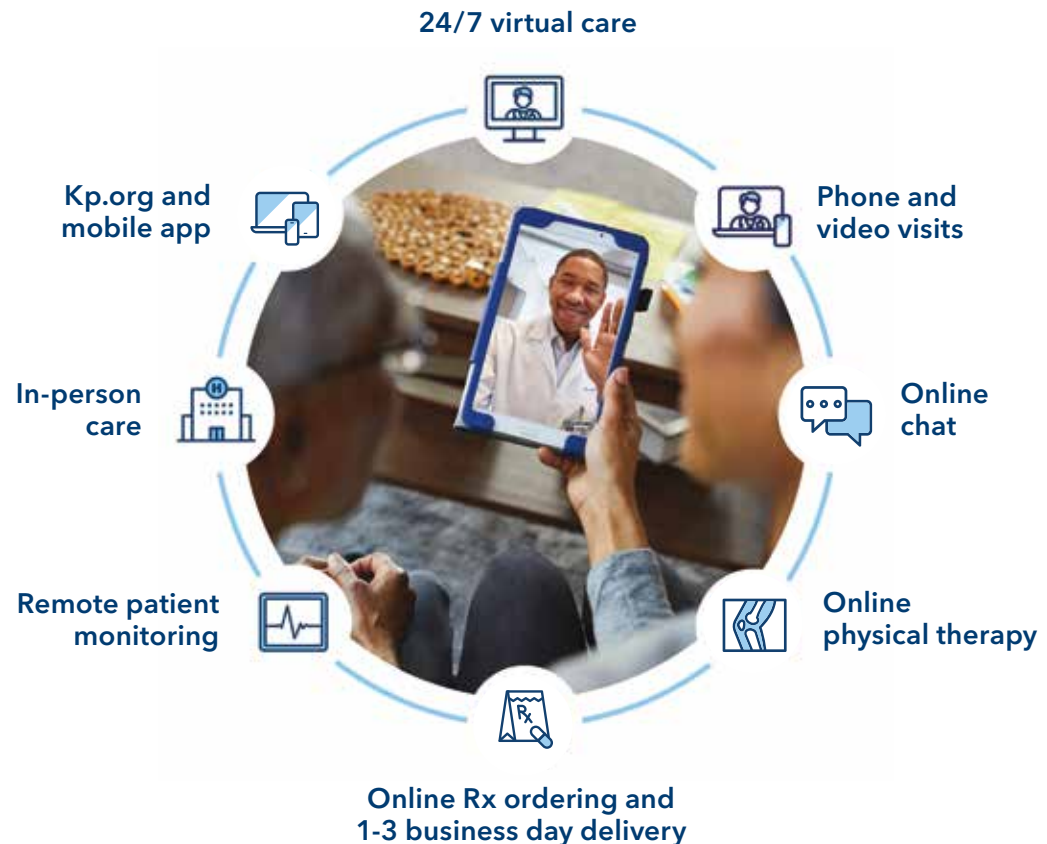
<sup>1</sup>Applicable cost shares will apply for services or items ordered during an e-visit. <sup>2</sup>When appropriate and available. <sup>3</sup>These features apply to care you get at Kaiser Permanente facilities. <sup>4</sup>To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. If you travel out of state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. <sup>5</sup>For high deductible health plan members, e-visits, phone visits, and video visits are subject to your plan's annual deductible. Once you reach your deductible, your copay is \$0. <sup>6</sup>Applicable cost shares will apply for services or items ordered during an e-visit. <sup>7</sup>The Cigna Healthcare<sup>SM</sup> PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration.

Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc.

# Good health, virtually anywhere

We make it easy to connect to care quickly and conveniently. Your employees can skip the drive and save time with phone appointments, video visits, e-visits, and email – plus 24/7 virtual care and advice.<sup>1,2,3,4,5,6</sup> All within our integrated health plan system.

Wellness tools are always at your employees' fingertips: They can use [kp.org](https://kp.org) and the Kaiser Permanente app to schedule routine appointments, fill most prescriptions, and view most lab results.<sup>7</sup> Plus, in-facility video conferencing gets more doctors in the exam room for faster, more coordinated care.



<sup>1</sup>Applicable cost shares will apply for services or items ordered during an e-visit. <sup>2</sup>When appropriate and available. <sup>3</sup>These features apply to care you get at Kaiser Permanente facilities. <sup>4</sup>To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. If you travel out of state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. <sup>5</sup>For high deductible health plan members, e-visits, phone visits, and video appointments are subject to your plan's annual deductible. Once you reach your deductible, your copay is \$0. <sup>6</sup>Applicable cost shares will apply for services or items ordered during an e-visit. <sup>7</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

# Keep good health within reach

Employees who actively take care of their health are more likely to stay at their jobs and cost their employers less for their health care. Improve your wellness strategy with [tools from Kaiser Permanente](#) that are designed to address specific risks relevant to your workforce.

## Healthy lifestyle programs

[Online programs](#) offering tools for healthy living and personalized tips to help employees reach their health goals.

### Fitness deals and wellness apps<sup>1</sup>

#### Optum

With One Pass Select Affinity from Optum, your employees get access to gyms and fitness locations nationwide; live, digital fitness classes and on-demand workouts; personalized workout builders; and more.



[An app](#) for meditation, mindfulness, mental resilience, and sleep – designed to help lower stress, anxiety, and more.<sup>2</sup>



With hundreds of self-guided resources along with one-on-one coaching, employees can get help with sleep, stress, focus, and more.<sup>2,3</sup>

Find additional wellness app resources at [kp.org/selfcare](https://kp.org/selfcare).

<sup>1</sup>The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. <sup>2</sup>Calm can be used by members 13 and over. The Headspace app and services are not available to any members under 18 years old. <sup>3</sup>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.

Chart a healthier future for your workforce.  
Contact your Kaiser Permanente representative to learn how.

Information may have changed since publication. Information in this brochure was accurate at the time of production. Details may have changed since publication.

Plans are subject to exclusions and limitations. A complete list of the exclusions and limitations is included in the *Evidence of Coverage (EOC)*. To get a copy of the *EOC*, please contact your sales executive or account manager.